

Citizen Convenience

eGov has developed easy to use systems to facilitate citizens in:

- Obtaining birth and death certificate
- Registering his grievances with the ULB
- Obtaining building plan approvals



Govt. of India has framed the Registration of Birth and Death Act, 1968, and set up institutions in all the states to record Births and Deaths in the country. Complete, timely and accurate registration of Births and Deaths is crucial for understanding the population dynamics and planning effective development programs.

eGov web based online Birth and Death application provides the facility to issue birth/death/still birth/adoption certificate in partnership with the office of the Registrar General of India (RGI). Through this system, eGov has come up with the IT standards for birth/death registration and certification, thus providing immense benefit for a citizen while facilitating the department by providing statistical data for a better management information system.

Municipalities provide various public utility services. It receives complaints/suggestions pertaining to such services. To address these complaints/suggestions it is necessary for the municipality to have an efficient and effective grievance redressal mechanism.

eGov web based online Public Grievance and Redressal System(PGR) is an application that can be used for end to end Grievance Management. The product covers the complete lifecycle of the grievance starting with registration to redressal and analysis. The system facilitates the citizens to submit their grievances via multiple channels and allows them to track the status online using a unique Complaint Tracking number. The grievances are automatically forwarded to the concerned officials based on configurable rules. If the grievances are not redressed in the given interval, the complaints are automatically escalated to the higher officials. The system is also integrated with email and SMS gateways.

Citizens who need to construct new buildings within the jurisdiction of a municipality need to obtain permission from the ULB based on specific set of building rules and regulations.

eGov's web based online Building Plan Approval System covers the complete lifecycle of the building plan approval process right from accepting the citizen's application, approval/rejection of application to the generation of the sanction/refusal of license. Collection of fees can be made through the system. Citizens can view the status of their application online. Timelines can be specified for approval and can be escalated to higher authorities if the plan is not approved within a specific time frame.

These applications are integrated with one another and with other modules like Employee Information System, Finance, Collections and Assets to ensure that the data flows seamlessly between them.

Birth and Death

Govt. of India has framed the **Registration of Birth and Death Act, 1968**, and set up institutions in all the states to record Births and Deaths in the country. Complete, timely and accurate registration of Births and Deaths is crucial for understanding the population dynamics and planning effective development programs. A complete birth and death registration system is the only way to generate reliable information on various demographic indicators like Birth and Death Rates, Infant Mortality Rate, Maternal Mortality rate, Child Sex Ratio, at district and sub-district level.

eGov Birth and Death aims to ease the process of providing the certificates (Birth/Death/Still Birth/Adoption) and has partnered with the office of the **Registrar General of India** in coming up with the IT standards for birth/death registration and certification, thus act as a gateway to improved social status and individual benefits for the citizen and facilitates the department by providing statistical data for a better Management Information System. The following gives a high level overview of the Birth and Death Module.

eGov Birth and Death - Overview

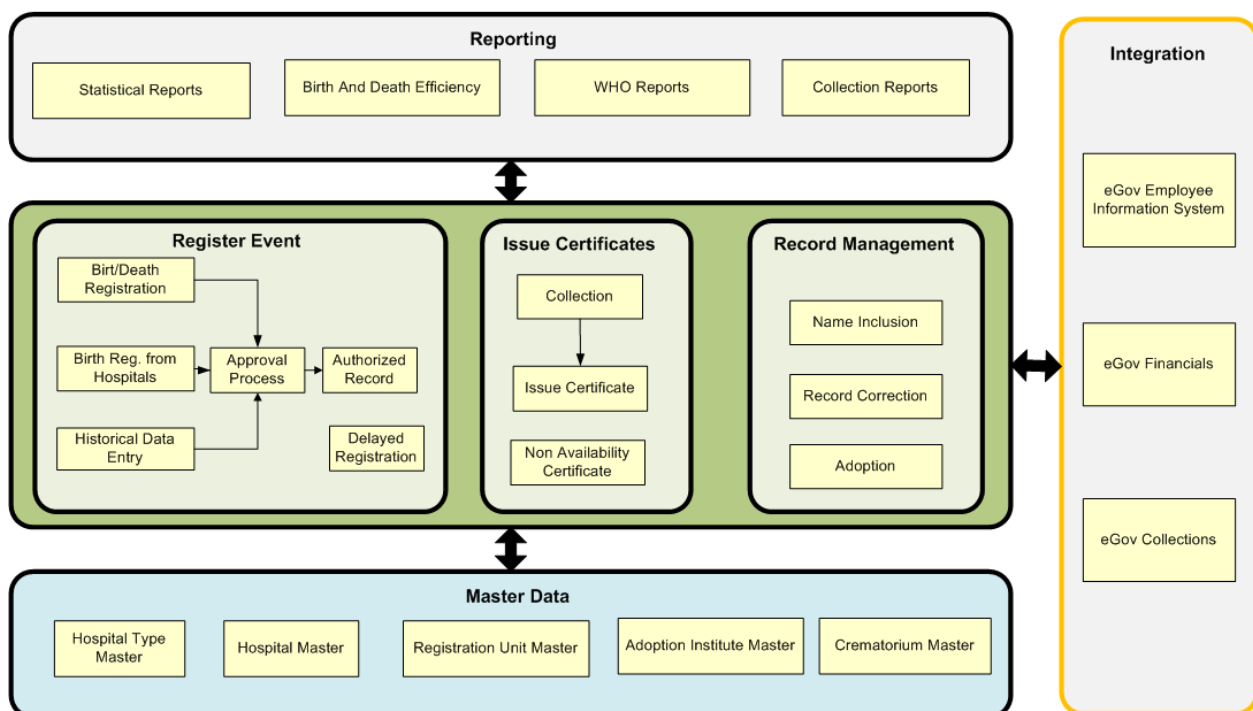


Figure 1: Birth data entry Screen

Figure 2: Death data entry screen

Salient Features of Birth and Death

Master Data

- Registration unit: Creation of new Registration Units.
- Hospital: Creation of Hospitals in the Registration Units.
- District Name Change: Capture district change details as per the Government Order.
- Adoption Institute Masters: Master list of institutes for Adoption.

Birth Registration

- Registration of births by capturing statistical and legal information. Legal information is mandatory, while statistical information is optional.
- Online registration of birth with auto generated registration number
- Allowing birth registrations from Authorized Hospitals
- Workflow for records requiring approval
- In case of delayed registration, offline provision is made available, in which case the registration number is an input from the Birth Registers.
- Entering the name of the child which was not available at the time of Registration (Name Inclusion).
- Modification of record with proper controls.
- Locking/Unlocking of records
- Handling of District Change

Death Registration

- Online registration of Deaths by capturing statistical and legal information with auto generated registration number.

- In case of delayed registration, offline provision is made available, in which case the registration number is an input from the Death Registers.
- Modification of record with proper controls.
- Locking/Unlocking of records

Still Birth Registration

- Registration of still births by capturing statistical and legal information. Legal information is mandatory, while statistical information is optional.
- Online registration of Still Births with auto generated registration number.
- In case of delayed registration, offline provision is made available, in which case the registration number is an input from the Still Birth Registers.

Adoption Registration

- Registration of Adoptions
- After the registration, the name of the adopting parents and the child is mentioned with the status as “Adoption”

Citizen Services

- Servicing requests for Birth/Still birth certificate generation at the citizen service center
- First Free copy Provision
- Search and Pay facility to the citizen over the internet
- Name Inclusion requests
- Non availability certificate
- Side Letter form

Reports/Search Options

- Search Birth/Death/Still Birth records based on various parameters.
- Summary Monthly Birth/Death/Still Birth reports
- Registration Unit wise reports
- Aggregate reports of summary of events between the two given dates
- Delayed registration report
- Birth and Death Efficiency report
- Payment Reports
 - Payment report for the payment collected for various services.
 - Generation of User wise payment report.
- Rejected report list, for the list of the records entered by the accounts/hospital users and rejected by the Registrar.
- Name inclusion report

Building Plan Approval System

eGov Building Plan Approval aims to improve the efficiency, increase transparency and enhance the citizen satisfaction with the ULB's service delivery.

The screenshot shows a web browser window titled "Create Application - Windows Internet Explorer". The address bar displays the URL: <http://www.ramanagaracity.egovernments.org:8280/bpa/application/BeforeApphCreateAction.do>. The browser's address bar also shows "Live Search".

The application interface is titled "kalaiah" and includes a navigation menu with links: Home, Search Application, Create Application, Create Architect, and Reports. A "Log Out" link is also present in the top right corner.

The main form is titled "Create Application" and contains the following sections:

- Application Type***: A dropdown menu with "Choose" selected.
- Application Classification***: A dropdown menu with "Choose" selected.
- Applicant Name***: Three input fields for "Applicant First Name*", "Middle Name / Initials", and "Last Name/ Surname".
- Applicant's Address***: Five input fields for "Street Address 1*", "Street Address 2", "City/Town", "State", and "Pin Code".
- Building Particulars***: Three input fields for "PropertyId*", "SurveyNumber", and "Ward".
- Supervising Engineer***: Two dropdown menus for "Architect Type*" and "Architect Reg.No*", and one input field for "Name of Architect".
- Other Information**: Two dropdown menus for "Building Use*" and "Source of Water", and one input field for "Duration of Stocking of Building Material*".

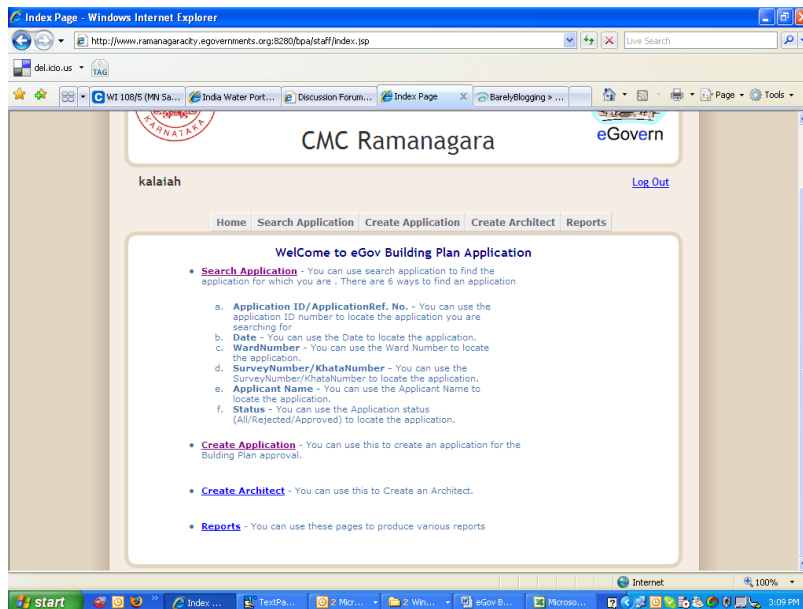
The bottom of the browser window shows the Windows taskbar with various icons and the system clock displaying "3:05 PM".

As with the entire eGov product suite, eGov Building Plan Approval is **fully internet-enabled** - this would make it possible to provide the system to the users at all the locations within the jurisdiction of the government. Building plan application covers the complete lifecycle of the building plan approval starting from accepting the citizen's application, approval/rejection of application to the generation of the sanction/refusal license. The software has a checklist of documents required for a valid application, calculates the fee payable based on the type of the building. The software also automatically routes the citizen's application directly to the concerned Municipal employee. The software also captures the important details of the building to enable the municipal employee to decide if the building complies with the guidelines prescribed by the ULB.

Citizens can view the status of their application online over the internet. Timelines can be specified for approval for individual types of building plan approval applications and can be escalated to the higher authorities if the building plan is not approved within the approved timeline.

Integration

Building Plan approval is integrated with the **eGov Property Tax** application. Any changes in the building (area/usage) are directly updated in the Property tax system. This results in a regular updating of the Property Tax database. Building plan application is also integrated with **eGov Financials**. All revenue collected is automatically updated to eGov Financials resulting in increased efficiency and reduced errors.



Salient Features of Building Plan Approval

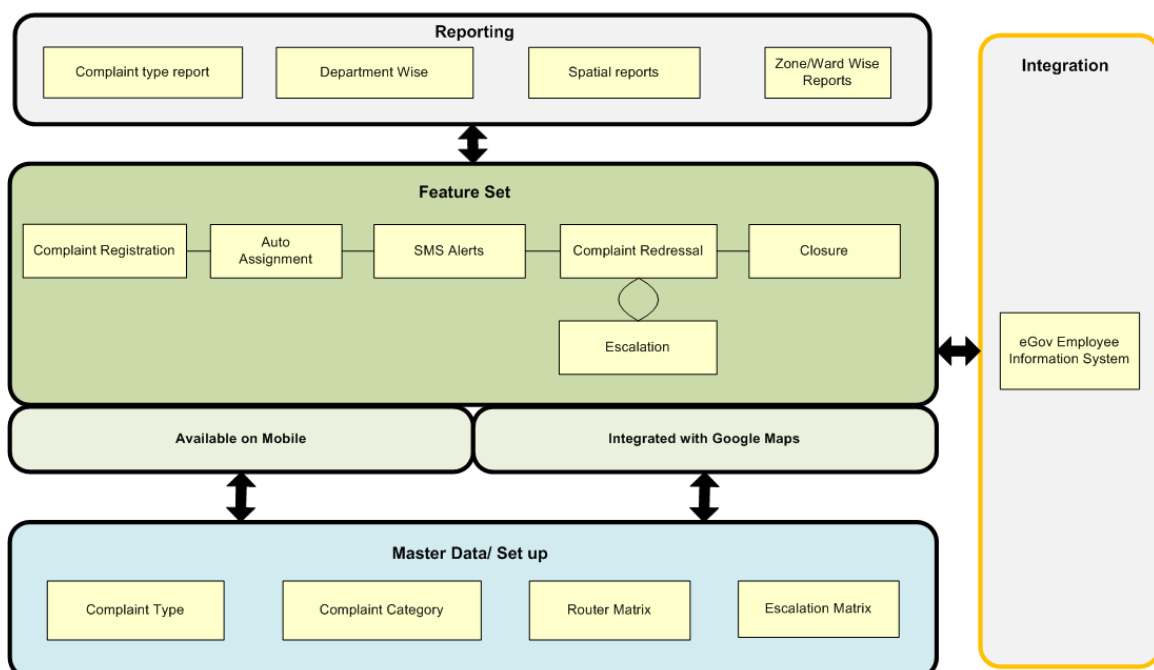
- Captures the complete lifecycle of the Building Plan application from citizen's application to approval/rejection.
- Approval of New Buildings, Modifications and layouts.
- Internet enabled to allow access to all the municipal users and the citizens.
- Automatic routing of the building plan application based on Business Rules
- Track delays in the license approval and escalate if the application is not completed within specified duration.
- Automatic calculation of fees based on the type of application.
- Admin Module to maintain the master data for the application like approved architect list, fees etc.
- Reports for collections and generation of remittance challans for collections to the bank
- Integration with eGov Property Tax and eGov Financials

Public Grievance and Redressal System

eGov Public Grievance and Redressal System (PGR) is a **citizen facing** application used for complaint and end to end Grievance Management tracking system. eGov PGR improves the efficiency of grievance redressal, enhances citizen satisfaction with the ULB's service delivery. It is a Channel for citizen involvement in governance by providing the opportunity to submit grievances/suggestions.

The product covers the complete lifecycle of the grievance starting for grievance registration to redressal and analysis. The system allows citizens submit their grievances online, through phone or through paper forms and allots a unique Complaint Tracking number. The grievance data is collected in a structured format, which allows for sophisticated reporting and analysis of grievance data. The grievances are automatically forwarded to the concerned officials based on configurable rules. The application allows for a channel for communication between the citizen and the ULB Officials to redress the complaints. If the grievances are not redressed in the given interval, the complaints are automatically escalated to the higher officials. The citizen can track his grievance online using the grievance redressal system. The system is also integrated with email and SMS gateways.

eGov Public Grievance & Redressal – Overview



Citizen

[Check Status](#) [Register Complaint](#)

Registration of Complaint

Instructions: Please fill your complaint details below and click the 'Submit Complaint' button at the bottom. You will be given a 'Complaint Number' upon submitting the complaint that you can use to track the complaint.
(* indicates required fields)

Complaining Person's Details

Name: Initials:

Street Address:

Pin Code:

Phone Number: Should be in the following format: 12345678

Mobile Number: Should be in the following format: 0123456789

Email Address:

Complaint Location

Area: -- Choose -- Locality: -- Choose -- Street: -- Choose --

Specific Location:

Complaint Types (You may select Complaint Types from 'Frequently Filed Complaint Types' or 'Master List' given Below)

Frequently Filed Complaint Types:

Health: General:

Engineering: Revenue:

Solid Waste Management:

Is Other: ☐ Yes ☒ No

If Other Please Specify:

Complaint Title:

Details of Complaint:

Figure-1: Compliant Registration

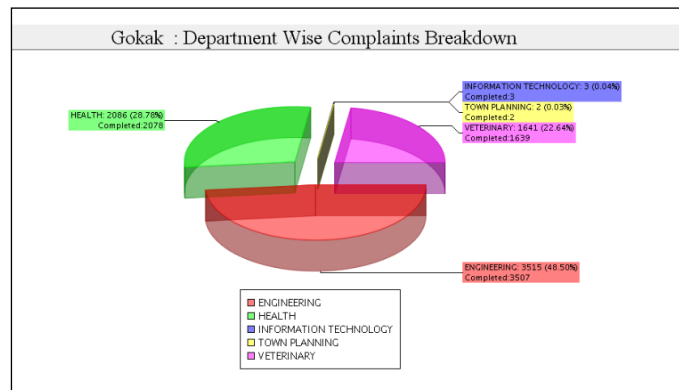


Figure-2: Complaints break down

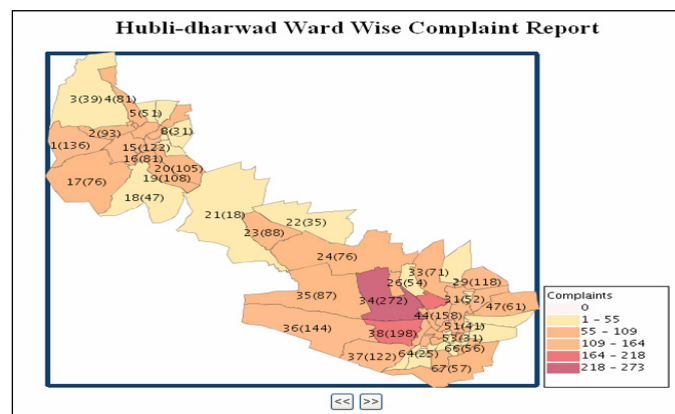


Figure-3: GIS based ward wise reports

Salient Features of Public Grievance and Redressal System

- **Grievance Management:**
 - Easy to register grievances with the ability to track the grievance through its lifecycle using CTN - Complaint Tracking Number.
 - Configuration of rules to for Auto assignment of complaints based on complaint type and location
 - Complaint forwarding
 - Auto Escalation if the complaint is not redressed with in the stipulated time
 - SMS Integration
- **Grievance Analysis:** Grievance forms and complaint types are structured to enable better problem analysis and assignment.
- **Channels:** Multiple access channels - Internet, Phone, Email and Paper Form.
- **Reports:** Citizen-friendly reports with GIS integration for snapshots of the spatial distribution and density of grievances (e.g. pie-charts, GIS reports)

The eGov suite of products is a comprehensive selection of technology based Municipal Governance Applications that integrates the entire operations of a municipal government. These applications include *Financial Accounting System, Property Tax System, Birth & Death Registration, Public Grievance & Redressal, Ward Works Management, Asset Management, Inventory Management, EIS/Payroll, Building Plan Approval, GIS* as well as comprehensive *City Web Sites* for citizens & administrators.

The suite in entirety and its individual components have been operational across ULBs (Urban Local Bodies) in India.

Our cutting edge, easily operable, scalable technology based solutions leveraged on open-source technologies have been developed exclusively for Indian ULBs with the goal of improving governance.