# Ekal Seva Kendra

## Overview

"Keal Seva Kendra" is a progressive step towards people friendly, need based a governance. This has been set up at the district secretariat. Kaithal (Haryana) with a mission of providing time-bounded hastle-free, single –point delivery of service in a professional and citizen friendly environment. Towards achieving this mission, separate counters have been opened with a seven-node Local Area Network in and around the district.

The service under Ekal Sewa Kendra can be summarized as follow:

- Driving licence (Learner/Permanent/Renewal/Duplicate/Addition of Class, etc.)
- Conduct licence (Learner/Permanent/Renewal/Duplicate, etc.)
- Vehicle registration (New/Transfer/NOC/Addition and removal of HPA, etc.)
- Caste certificate
- Residence certificate
- Nakal (Revenue document) service.
- Birth and death certificate.
- Passport application acceptance service.

Apart from these, service from distribution of application forms to medical examination/photography of applicant and delivery of certificates/documents are also provided at these counters. Receipts are being provided to public on which time of delivery is mentioned. In fact, it is a total integrated solution for all these services.

The system is technologically fool proof and upgradable to provide more such services and information. It is a people friendly, need based, technologically empowered and self-sustaining system. Figure C7.1 show service being provided at a counter.

Here are the objectives:

- Time bound delivery
- On the sport computerized scrutiny of documents.
- Single-point contact-service under one roof.
- Simplified procedure-Total transparency
- Easy and effective monitoring-Fixed accountability
- Total solution-All activities computerized
- Elimination of issuance of bogus/fake Licences
- Fully tamper-proof databases
- Middleman is out
- Automatic generation of periodic Account/Audit statements
- Quick search facilities
- Reduced clerical workload
- Online/office line MIS reports
- Self-sustained project.

**Technology behind the Kendra**

National Information Centre developed and implemented all software used at "EKal Seva Kendra". These software are highly versatile, robust and scalable. it uses Visual Basic as front-end and SQL Server as back-end, based on network topology. Databases are designed, considering the best and latest security techniques.

One server, seven nodes, four dot matrix printers, two laser jet printers, one inkjet printer, digital camera and signature pad are ultimately planned to be installed at the site using local area networking having connectivity with NIC, DC, ADC, SDM Office (See Figure C7.2)
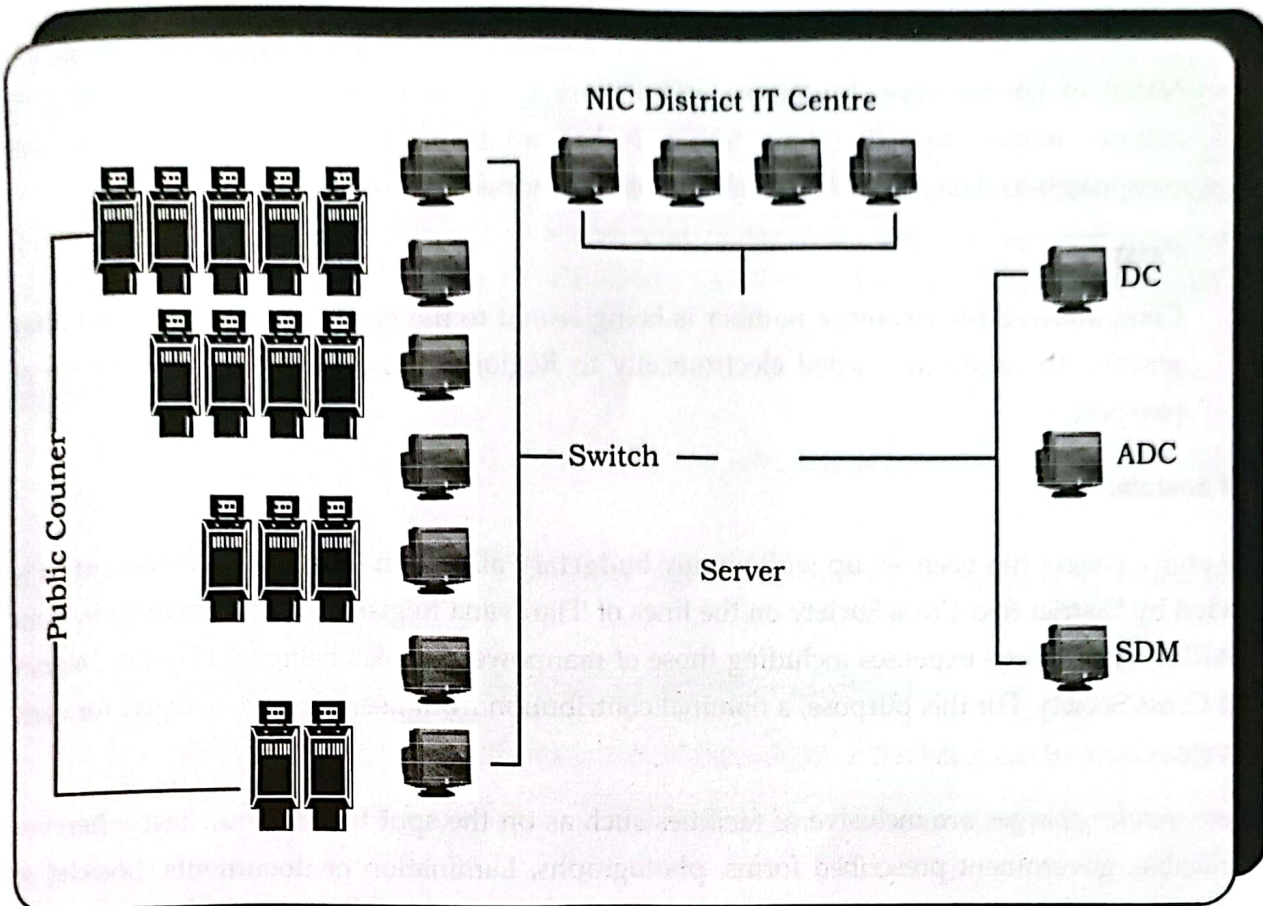
**Figure: Technology Behind Ekal Seva Kendra**

## Operational Aspects

1. **Sarathi**

   A software, which provides comprehensive and integrated solutions for issue of driving licence has been implemented. Driving test data is blocked on the applicant's choice and the modularity of software has been designed to ensure the delivery of the licence in stipulated time period and to produce cash/audit statements.

2. **Vahan**

   Vahan Software has been implemented for th e solution of vehicle registration relation works. Software has provision of online security of the documents and booking of vehicle inspection data on the applicants choice. Several types of MIS reports for the District administration and other agencies like police, insurance companies, etc. can be generated instantly.

3. **Certificate**

   Software for issuance of certificates of Caste, Birth and Death, Haryana Residence has been implemented. The Kendra is issuing certificates instantly on submission of verified document and in case of non-verified documents, certificates are being issued with stipulated time period after getting the Verification concerned officer.

4.    **Nakal**

Nakal of Jamabandies, Mutations and Khasra Girdawari are being issued from this counter within stipulated time frame. Nakal are being generated from th e online computerized data available as well as from the manual records.

5.    **Passport**

Computerized file reference number is being issued to the passport applicants and after scrutiny these are forwarded electronically to Regional Passport Office for issuance of passport.

## Self Sustainability

The entire project has been set up without any budgetary allocation from the Government. It is funded by District Red Cross Society on the lines of 'Harayana Registration Information System (HARIS)'. All running expenses including those of manpower are also being met by the District Red Cross Society. For this purpose, a nominal contribution from user is being charged for each service.

These service charges are inclusive of facilities such as on the spot blood group test wherever applicable, government prescribed forms, photographs, Lamination of documents, booklet of traffic rules and symbols, file folder etc.