
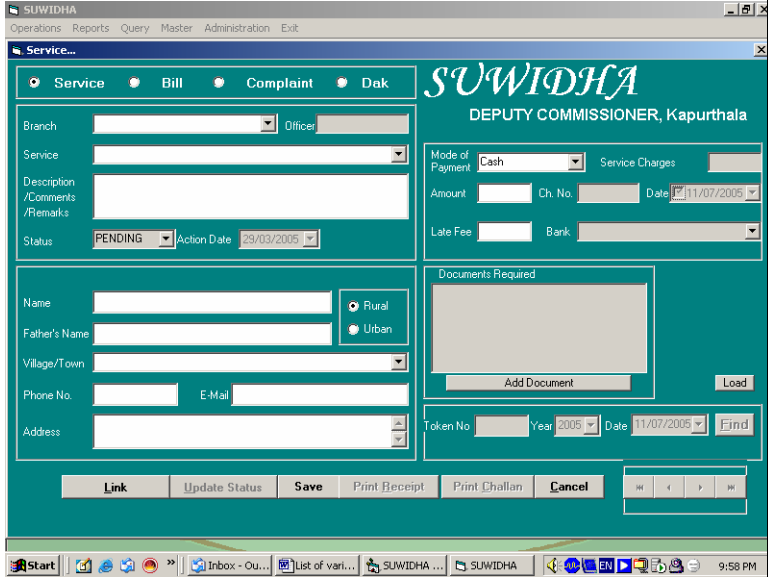


SUWIDHA

S No	Item	Description
1	Name of the Department	All 17 Deputy Commissioner Offices
2	Name of the Project	SUWIDHA (Single User-friendly Window Help Line for Applicants)
3	Brief Description of Project	<p>SUWIDHA has been conceived to facilitate citizen by capturing the input at a single point, defining a specified delivery date depending upon the type of service and accepting cash at the counter itself.</p> <p>Objectives:</p> <ul style="list-style-type: none"><li>• To provide a friendly, affordable, speedier and efficient interface between the Government and public.</li><li>• To ensure greater transparency, efficiency, objectivity, accountability and speed, which can help, tackle most of the maladies of Government by providing efficient services to public.</li><li>• To provide responsive and transparent services to the citizens of the state.</li><li>• To provide the cost effective service at the same time improving the quality of service.</li></ul> <p><u>Main Features:</u></p> <ul style="list-style-type: none"><li>• All submissions of applications/requests for service(s) on a single counter.</li><li>• Linkage with backend applications. The citizen is not required to visit the branch as the status can also be made available either through WebCITI (Web-based Citizen IT Interface) or DialCITI (Dialup-based Citizen IT Interface).</li><li>• Committed date for the delivery of service. Automatic stamping of the delivery date on computer-generated receipt, based on the type of service requested.</li><li>• Monitoring by SDM for delays beyond the specified dates</li><li>• Delivery of the services from the same counter. No need to visit the branch.</li><li>• On the spot capturing of photo, wherever required; saves time and cost to the citizen.</li><li>• Acceptance of petty cash. Now citizen will not be required to visit the bank and the Treasury for paying service charges.</li><li>• Information on schemes and procedures.</li><li>• Application forms.</li><li>• Provision for on the spot delivery of services where the verification can be ensured based on the data available in district databases</li></ul>
4	Present Status	Implemented in all the 17 DC offices & 54 SDM offices of Punjab.

4.1	Front-end	<p>The following is the list of front-end citizen services covered under the Suwidha project:</p> <table border="1"> <thead> <tr> <th data-bbox="716 180 818 285">S No</th> <th data-bbox="818 180 1464 285">Name of Citizen Service</th> </tr> </thead> <tbody> <tr> <td data-bbox="716 285 818 359">1.</td> <td data-bbox="818 285 1464 359">Issuance and renewal of Bus Passes to Freedom Fighters and Handicapped person</td> </tr> <tr> <td data-bbox="716 359 818 432">2.</td> <td data-bbox="818 359 1464 432">Pension to old age, widows, destitute children and disabled persons</td> </tr> <tr> <td data-bbox="716 432 818 506">3.</td> <td data-bbox="818 432 1464 506">Issuance and renewal of ID-Cards to freedom fighters</td> </tr> <tr> <td data-bbox="716 506 818 548">4.</td> <td data-bbox="818 506 1464 548">Character Verification</td> </tr> <tr> <td data-bbox="716 548 818 621">5.</td> <td data-bbox="818 548 1464 621">Issuance of Dependent Certificate to wards of freedom fighters</td> </tr> <tr> <td data-bbox="716 621 818 695">6.</td> <td data-bbox="818 621 1464 695">Issuance of Dependent Certificate to Riots/terrorist victims</td> </tr> <tr> <td data-bbox="716 695 818 737">7.</td> <td data-bbox="818 695 1464 737">Attestation of Indemnity bond</td> </tr> <tr> <td data-bbox="716 737 818 779">8.</td> <td data-bbox="818 737 1464 779">Attestation and acceptance of Surety bond</td> </tr> <tr> <td data-bbox="716 779 818 821">9.</td> <td data-bbox="818 779 1464 821">Issuance of Nationality Certificate</td> </tr> <tr> <td data-bbox="716 821 818 863">10.</td> <td data-bbox="818 821 1464 863">Issuance of Birth Certificate</td> </tr> <tr> <td data-bbox="716 863 818 905">11.</td> <td data-bbox="818 863 1464 905">Issuance of Death Certificate</td> </tr> <tr> <td data-bbox="716 905 818 947">12.</td> <td data-bbox="818 905 1464 947">Attestation of Affidavit</td> </tr> <tr> <td data-bbox="716 947 818 989">13.</td> <td data-bbox="818 947 1464 989">Issuance of Unmarried Certificate</td> </tr> <tr> <td data-bbox="716 989 818 1031">14.</td> <td data-bbox="818 989 1464 1031">Issuance and renewal of Driving License</td> </tr> <tr> <td data-bbox="716 1031 818 1073">15.</td> <td data-bbox="818 1031 1464 1073">Issuance of Copy of a document</td> </tr> <tr> <td data-bbox="716 1073 818 1115">16.</td> <td data-bbox="818 1073 1464 1115">Passport Services</td> </tr> <tr> <td data-bbox="716 1115 818 1157">17.</td> <td data-bbox="818 1115 1464 1157">Counter Signing of Documents</td> </tr> <tr> <td data-bbox="716 1157 818 1199">18.</td> <td data-bbox="818 1157 1464 1199">Arms License Issuance System</td> </tr> <tr> <td data-bbox="716 1199 818 1283">19.</td> <td data-bbox="818 1199 1464 1283">Issuance of NOC (Petrol pump, marriage palace, Hotel &amp; Restaurant, Cinema etc.)</td> </tr> <tr> <td data-bbox="716 1283 818 1325">20.</td> <td data-bbox="818 1283 1464 1325">Registration of Vehicle</td> </tr> <tr> <td data-bbox="716 1325 818 1367">21.</td> <td data-bbox="818 1325 1464 1367">Permission for fairs</td> </tr> <tr> <td data-bbox="716 1367 818 1440">22.</td> <td data-bbox="818 1367 1464 1440">Issuance &amp; Renewal of Licenses for (Arms Dealers, Cinema, Video Parlour)</td> </tr> </tbody> </table>	S No	Name of Citizen Service	1.	Issuance and renewal of Bus Passes to Freedom Fighters and Handicapped person	2.	Pension to old age, widows, destitute children and disabled persons	3.	Issuance and renewal of ID-Cards to freedom fighters	4.	Character Verification	5.	Issuance of Dependent Certificate to wards of freedom fighters	6.	Issuance of Dependent Certificate to Riots/terrorist victims	7.	Attestation of Indemnity bond	8.	Attestation and acceptance of Surety bond	9.	Issuance of Nationality Certificate	10.	Issuance of Birth Certificate	11.	Issuance of Death Certificate	12.	Attestation of Affidavit	13.	Issuance of Unmarried Certificate	14.	Issuance and renewal of Driving License	15.	Issuance of Copy of a document	16.	Passport Services	17.	Counter Signing of Documents	18.	Arms License Issuance System	19.	Issuance of NOC (Petrol pump, marriage palace, Hotel & Restaurant, Cinema etc.)	20.	Registration of Vehicle	21.	Permission for fairs	22.	Issuance & Renewal of Licenses for (Arms Dealers, Cinema, Video Parlour)
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4.2	Back-end	<p>Following backend applications are available:</p> <ul style="list-style-type: none"> <li>✓ Arms Licenses Issuance System (ALIS)</li> <li>✓ Countersigning of Documents (COD)</li> <li>✓ Birth &amp; Death Certificate Issuance System (BDCIS)</li> <li>✓ Social Security Information System (SSIS)</li> <li>✓ Affidavit Information System (AIS)</li> <li>✓ Certificate Issuance System (CIS)</li> <li>✓ Court Information System (CoIS)</li> <li>✓ Handicap Certificate Issuance System (HCIS).</li> <li>✓ Passport Applications Acceptance System (WebPASS)</li> </ul> <p>Many of the above applications are either implemented independently or integrated with SUWIDHA through LAN. It may be ensured that all above applications are implemented</p>																																														

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5	Technology Used	Microsoft Platform																																																																										
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5.2	Front-end	Visual Basic 6.0, Crystal Reports 7.0																																																																										
5.3	RDBMS	SQL SERVER 2000																																																																										
5.4	Type of Architecture	3 Tier Client/ Server																																																																										
5.5	Language	English																																																																										
5.6	Number of PCs used in Project	Minimum 5 for DC office and Minimum 3 for SDM office																																																																										
5.7	LAN Status	LAN is established in all the districts for the implementation of SUWIDHA																																																																										
5.8	Number of PC connected to LAN	All																																																																										
6	Home Page	<a href="http://suwidha.nic.in">http://suwidha.nic.in</a>																																																																										
7	Suwidha Ranking & Scaling parameters:	<p>Suwidha has been Ranked # 1 at National Level by IT consultancy company M/S Skoch Consultancy Services Pvt. Ltd, Gurgoan as best Citizen Services Centric project as per the following scaling parameters.</p> <table border="1"> <thead> <tr> <th colspan="3">Overall e-Governance Scores (on a scale of 1 to 10, for each parameter)</th> </tr> <tr> <th rowspan="2">Parameter</th> <th colspan="2">Score</th> </tr> <tr> <th>2004</th> <th>2005</th> </tr> </thead> <tbody> <tr> <td>Ease of Use</td> <td>7.8</td> <td>9.5</td> </tr> <tr> <td>User -Ship</td> <td>8.3</td> <td>8.7</td> </tr> <tr> <td>Speed Of Delivery</td> <td>7.8</td> <td>8.8</td> </tr> <tr> <td>SLAs</td> <td>8.3</td> <td>8.3</td> </tr> <tr> <td>Simplicity of Procedures</td> <td>8.2</td> <td>8.4</td> </tr> <tr> <td>Time Savings Compared to Manual</td> <td>8.7</td> <td>9.6</td> </tr> <tr> <td>Single Window Access to Many Services</td> <td>5.3</td> <td>4.5</td> </tr> <tr> <td>Low Incidence of Errors</td> <td>7.3</td> <td>8.0</td> </tr> <tr> <td>Speed of rectification of errors</td> <td>4.6</td> <td>6.4</td> </tr> <tr> <td>Alignment with User Expectations</td> <td>7.5</td> <td>9.0</td> </tr> <tr> <td>Affordable Cost of Service</td> <td>9.5</td> <td>9.1</td> </tr> <tr> <td>Reduction in Corruption</td> <td>8.1</td> <td>8.6</td> </tr> <tr> <td>Staff Behavior</td> <td>6.5</td> <td>8.3</td> </tr> <tr> <td>Staff Competence</td> <td>7.9</td> <td>8.6</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>State</th> <th>Project</th> <th>Score</th> <th>Rank</th> </tr> </thead> <tbody> <tr> <td>Punjab</td> <td>Suwidha- Kapurthala</td> <td>8.9</td> <td>1</td> </tr> <tr> <td>AP</td> <td>Rural e-Seva- West Godavari</td> <td>8.9</td> <td>1</td> </tr> <tr> <td>Sikkim</td> <td>CIC-Temi</td> <td>8.9</td> <td>1</td> </tr> <tr> <td>Assam</td> <td>Rajiv Gandhi Computer Literacy Program</td> <td>8.9</td> <td>1</td> </tr> <tr> <td>Center</td> <td>IT Judiciary- NIC</td> <td>8.9</td> <td>1</td> </tr> </tbody> </table>	Overall e-Governance Scores (on a scale of 1 to 10, for each parameter)			Parameter	Score		2004	2005	Ease of Use	7.8	9.5	User -Ship	8.3	8.7	Speed Of Delivery	7.8	8.8	SLAs	8.3	8.3	Simplicity of Procedures	8.2	8.4	Time Savings Compared to Manual	8.7	9.6	Single Window Access to Many Services	5.3	4.5	Low Incidence of Errors	7.3	8.0	Speed of rectification of errors	4.6	6.4	Alignment with User Expectations	7.5	9.0	Affordable Cost of Service	9.5	9.1	Reduction in Corruption	8.1	8.6	Staff Behavior	6.5	8.3	Staff Competence	7.9	8.6	State	Project	Score	Rank	Punjab	Suwidha- Kapurthala	8.9	1	AP	Rural e-Seva- West Godavari	8.9	1	Sikkim	CIC-Temi	8.9	1	Assam	Rajiv Gandhi Computer Literacy Program	8.9	1	Center	IT Judiciary- NIC	8.9	1
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9	Benefits of the Project	All the applications pertaining to different jobs of DC office are accepted at Single Window, Delivery time for each and every job is pre-defined, Delivery is made through SUWIDHA counter, Citizen can check the status of application through web site <a href="http://suwidha.nic.in">http://suwidha.nic.in</a> .																																												
10	Future Plan	Backend of SUWIDHA is under implementation in all the SDM offices. To be completed by July, 2006. Suwidha to be integrated with proposed Common Service Centers (CSC).																																												