

## **eDistrict Punjab listed in India's Best 2013 Projects for improvement in Public Service Delivery**

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eDistrict Punjab Project has been awarded Skoch Order of Merit Medal for being selected in India's Best 2013 Projects. The award has been given for impact of eDistrict project on improvement of citizen service delivery. The Special secretary and Director, Department of Governance Reforms, Sh. V.N. Zade and Ms. Tanu Kashyap, Deputy Commissioner SBS Nagar along with representatives from State e-Governance Mission Team (SeMT) received the award in an impressive ceremony held in New Delhi. Skoch Awards recognize individuals, highlight projects and focus institutions that go the extra mile to make India a better nation. Skoch Awards have become the independent benchmark of best practices in India in the fields of governance, finance, banking, technology, corporate citizenship, economics and inclusive growth since 2003. The award has been given to

eDistrict Punjab project for improvement in Public Service Delivery in 2 districts of Kapurthala & SBS Nagar. e-District Project has been envisioned to ensure a faster, simplified, cost effective, timely, convenient and over the counter delivery of services. The connectivity has been provided to all the field offices involved in the service delivery. More than 300 Digital signatures have been issued to designated officials for approval of certificates/Outputs. Currently all the 47 Services under the scope of the project are Live in both the pilot districts. The citizens are the ultimate beneficiaries of the e-District project. Majority of the citizens feel that the computerized system under e-District project has been substantially beneficial as the application process to issue certificates, Ration Cards, Sanctioning Pensions and other services

have become simplified. Government Process Re-engineering has been done in services like Pensions, Health etc which has reduced the number of trips of citizen to Government Offices. There has been a perceptible reduction in the time taken to issue a Certificate. With the building of Digital repositories of Birth/Death Certificates in eDistrict, multiple copies of Birth/Death certificates can be given Across the Counters to citizens in less than 2 minutes. State of Punjab has made maximum services Live (47) among all the Pilot States. More than 95000 citizen service requests have been processed electronically. Further, all these services will be rolled out in remaining 20 districts of Punjab shortly. Principal Secretary, Governance Reforms Sh. C. Roul has congratulated Department of Governance Reforms for this achievement.

