ADMINISTRATIVE REFORMS
ANDHRA PRADESH
“Administrative reform is a process that involves enhancement in the capacity of an administrative system to achieve its assigned goals”. 

It involves modernising government to equip the apparatus to effectively tackle existing and future challenges 

Administrative reforms are required: 

- To adapt to the changing role of Government 
- To cope with the changing environment 
- To meet the rising expectations of the people 
- Improving efficiency and effectiveness
ADMINISTRATIVE REFORMS IN ANDHRA PRADESH

Road Map: Future Reforms

Other Reforms

Service Delivery Reforms

Institutional Reforms

Structural Reforms

Constraints
STRUCTURAL REFORMS

CORE COMMITTEE on Second ARC recommendations

• To examine Second ARC recommendations for feasibility of adoption by State Government
• To list out follow-up actions like legislative amendments, structural changes, and resource allocation

SECRETARIAT REFORMS

• Secretariat, a key institution for administration
• Core committee on Second ARC recommendations to also examine the reform of Secretariat departments
INSTITUTIONAL REFORMS

Governance Public Management & Administrative Reforms (GPM&AR)
Department, GAD

- Andhra Pradesh among the few states with a dedicated department to lead state’s governance and administrative reform initiatives

Centre for Good Governance (CGG)

- Established in 2002 in collaboration with DFID and World Bank
- CGG has developed and implemented several e-governance tools; has facilitated change management and governance reforms in many state and central government departments
- Today, CGG is a leading institution in governance reforms

Andhra Pradesh Society for Social Audit Accountability & Transparency (APSSAAT)

- Dedicated unit for social audit with experts and civil society activists
- Since 2006, state has conducted 1,736 MGNREGA audits and inspected over 50 lakh government records
SERVICE DELIVERY REFORMS

- Simplifying transactions
- Increasing internal efficiency
- Promoting competition in service delivery
SERVICE DELIVERY REFORMS: Simplifying Transactions (G2C)

**Smartcard** : Rural Development Department

- Delivers MGNREGS wage payments and Social Security Pensions to beneficiaries
- Bio-metric cards in linkage with banks

**Citizen Friendly Services** : Transport Department

- Computerization of the transport department
- Enables citizens to file online application for license, registration, vehicle fitness, and permits
- Online tax payment facility

<table>
<thead>
<tr>
<th>Service</th>
<th>Time Frame</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issue of learner licences</td>
<td>Same day</td>
</tr>
<tr>
<td>Issue of driving licences</td>
<td>Same day</td>
</tr>
<tr>
<td>Issue of fitness certificates</td>
<td>Same day</td>
</tr>
<tr>
<td>Registration of vehicles</td>
<td>Same day</td>
</tr>
<tr>
<td>Issue of Duplicate Registration Certificate</td>
<td>2hrs - Same day</td>
</tr>
<tr>
<td>International Driving Permit</td>
<td>2 hrs - Same day</td>
</tr>
</tbody>
</table>

**Key Figures**

- **144.70 lakhs** Beneficiaries enrolled
- **123.56 lakhs** Beneficiaries with smartcards
- **16040** Gram Panchayats covered
- **3154.49 crores** Amount paid

**Gram Panchayats covered**

- **16040**

**Amount paid**

- **3154.49 crores**
SERVICE DELIVERY REFORMS:
Simplifying Transactions (G2C)

Electronic Payment & Application System of Scholarships (ePASS) Social Welfare Dept.

- Web based service for online transfer of scholarship money
- Helped in minimising corruption and ensuring transparency, fairness, equality, speed, and economy in service delivery.

<table>
<thead>
<tr>
<th>25.5 lakh</th>
<th>Below Poverty Line students</th>
</tr>
</thead>
<tbody>
<tr>
<td>1200</td>
<td>Professional, degree, post graduate courses</td>
</tr>
<tr>
<td>12000</td>
<td>Colleges in 60 Universities</td>
</tr>
<tr>
<td>1100</td>
<td>Mandals in 23 districts</td>
</tr>
</tbody>
</table>

Online Recruitment Processing System - Andhra Pradesh Public Service Commission

- Enables online submission and processing of applications
- ‘Any where any time’ access to the applicants for Direct Recruitment and Departmental Tests conducted by APPSC

Submit application online, download submitted application

Check the status:
- Check if submitted application is in Admitted list or rejected list
- Submit objections against reasons for rejection

Submit queries by email and obtain response from APPSC team

Download hall ticket

Obtain SMS on confirmation of payment made at SBI/ AP online, examination date, hall ticket and results
SERVICES DELIVERY REFORMS:

Simplifying Transactions (G2C)

**e-seva**
- One-stop-shop operating in PPP model
- Optimizes cost for citizens & government
- Ensures transparency in service delivery
- Enables real time performance monitoring

**APonline**
- Digital gateway for multiple G2C services through multiple delivery channels
- Network of more than 1500 franchisees across the state to provide citizen services.

**Rajiv Internet village**
- To make public services affordable, transparent, and accessible to rural population
- Rajiv Internet village centres being set up in 8618 villages across the State. The first such village - Chiluvuru.

**More than 150 G2C and B2C services**
- 3.7 million transactions since August 2001
- Peak transaction level has crossed 40,000 a day

- Information Services
- Interactive Services
- Payment Services
- G2G Services

- Information
  - Market Prices
  - Examination results
  - Health Extension
- Payment of bills
- Private Services
SERVICE DELIVERY REFORMS: Simplifying Transactions (G2B)

- To counter issues in traditional procurement systems
- Has enabled wide-ranging reforms in public procurement
- Simpler procedures, greater transparency, better quality, and fairer competition
- Links government departments, agencies, and local bodies with their vendors

**Commercial Taxes Department (CTD)**

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
<th>Facts</th>
</tr>
</thead>
<tbody>
<tr>
<td>eReturns</td>
<td>Enables dealers to file returns online</td>
<td>2.98 lakh (93%) returns filed online in June 2011</td>
</tr>
<tr>
<td>ePayment</td>
<td>Enables dealers to pay taxes online</td>
<td>Rs. 800 crore received online in June 2011</td>
</tr>
<tr>
<td>Way bills</td>
<td>Centralised dealer services centre for way bills</td>
<td>4.50 lakhs way bills dispatched /month</td>
</tr>
<tr>
<td>eRegistration</td>
<td>Enables dealers to register themselves online</td>
<td>Registration Certificate delivered at door-step</td>
</tr>
<tr>
<td>Transparent Office</td>
<td>All CTD orders are available in department portal</td>
<td>One-stop shop for all needs</td>
</tr>
</tbody>
</table>
Service Delivery Reforms:

IMPROVING INTERNAL EFFICIENCY (G2G)

KM ATOM – Administration of Today and Tomorrow

- To monitor storage, retrieval, and movement of file across department(s)

  Features:
  - Electronic processing & movement of file
  - Self assessment of work pendency
  - Publishing content on internet

  Benefits:
  - Access to any file at anytime from anywhere - freedom from physical and time barriers
  - Enhancing efficiency in office administration
  - Knowledge bank for public/private access

Electronic Fund Management System - SERP, Rural Development Department

- Efficient mechanism to overcome difficulties in physical fund management through online money transfers.

  Money from Central fund transferred to disbursing accounts at all levels for timely and accurate payment

  Features:
  - Daily account status and balance check
  - Quick and accurate reporting
  - Day-to-day monitoring of activities
  - System controlled, need based fund allocation

  Benefits:
  - Better access to data at different levels
  - Improved cash management
  - Complete transparency, a higher degree of efficiency and cost effectiveness
Launched in 2007 to provide free tertiary healthcare services to citizens below poverty line, covers all 23 districts

Rs. 1,50,000 + Rs. 50,000 (buffer) reserved for each BPL family to avail health insurance benefits without paying any premium

Insurance covers 942 surgical procedures and 144 medical diseases treated in selected hospitals (244 private and 98 government)

Promoting competition

- Selection of hospitals based on structural, procedural and pricing criteria
- Patients can choose between public and private hospitals

Scheme has lead to healthy competition between public and private providers which in turn has improved functioning of public health sector
THANK YOU