An attempt at an Administrative Revolution

MahaLabharthi
Types of Beneficiaries

Yojanas are government plans that are delivered by the Government or its agent (Contractor / PSU)

Schemes are incentives / support provided by the Government to the beneficiary and the action is taken by the beneficiary.

• Central / Centrally Sponsored / State / Local Body

• Private Good
  • Individual
  • Household

• Public Good
  • Social - Geographical Area

• Yojanas & Schemes
• Nature of Good
• Beneficiary Unit

Library for students of a particular community is an example of social area
The Benefits Process

On the basis of previous year’s expenditure & assumed demand, targets are set.

Target is distributed to the implementing unit on the basis of population or demand.

Beneficiaries are identified based on application and democratic selection.

Targets are usually in physical or financial/budgetary terms.

Implementing Unit could be the Gram Panchayat or a Government Department.

Weaker Sections enjoy reservation in many schemes.

Citizen is expected to express the benefit he/she wants.

Study all schemes and identify the scheme that provides the benefit.

Identify the Department/Implementing Agency.

Make an application & provide evidence to provide eligibility.

MahaLabharthi 1.0
Problems with the Current System

• Information Asymmetry
• Beneficiary Acquisition Costs
• Lack of a Feedback Loop
• Cream Skimming
MahaLabharthi 1.0

Part 2
Aims & History: MahaLabharthi 1.0

Aim: As a Service Provider
- Improve access of an individual to the universe of individual and household benefit schemes for which he/she is eligible.

Aim: As a Government
- Find Beneficiaries spending minimum time and money.
  - Government Departments publish booklets, launch websites and conduct advertisement campaigns.
- In 2011, Ministry of Information Technology, Government of India launched a website – dial.gov.in.
  - Several NGOs attempted to make similar websites.
MahaLabharthi 1.0

Phase 1:

- **Identify** ongoing schemes from the Budget
- **Study** the Government Orders/Resolutions with regard to the scheme to understand **conditions** that make a person eligible
- **Prepare a Database** of the conditions

Conditions to Identify Eligible Beneficiaries

Benefits to be Provided

Scheme / Yojana
<table>
<thead>
<tr>
<th>Personal Profile (14)</th>
<th>Social Profile (7)</th>
<th>Health and Physique Profile (9)</th>
<th>Address and Contact (17)</th>
<th>Family Profile* (5)</th>
<th>Household Profile (5)</th>
<th>Bank Account Profile* (4)</th>
<th>Agriculture Profile (7)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aadhaar number</td>
<td>Place of Birth</td>
<td>Blood Group</td>
<td>Mobile Number*</td>
<td>PDS Card No</td>
<td>Fuel Used for Cooking</td>
<td>Bank Account Number</td>
<td>Type of Agricultural Land Holding</td>
</tr>
<tr>
<td>EID number</td>
<td>Marital Status*</td>
<td>Disabled (Y/N)</td>
<td>Landline Number</td>
<td>Type of Card</td>
<td>LPG Connection Provider</td>
<td>IFSC</td>
<td>Land holding area</td>
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<tr>
<td>State Resident ID</td>
<td>Number of Marriages</td>
<td>Disability</td>
<td>Email</td>
<td>Head of the house</td>
<td>LPG Consumer Number</td>
<td>Whether Joint Account</td>
<td>Whether Irrigated?</td>
</tr>
<tr>
<td>Title*</td>
<td>Religion*</td>
<td>% of Disability</td>
<td>Emergency Contact Mobile Number</td>
<td>Member</td>
<td>Electricity Consumer Number</td>
<td>Joint Account Holders</td>
<td>Primary Source of irrigation</td>
</tr>
<tr>
<td>Name of the Individual as on Aadhaar Card*</td>
<td>Social Category*</td>
<td>Genetic Disorders</td>
<td>Domicile of State*</td>
<td>Relation with Head of House</td>
<td>Water connection consumer number</td>
<td>Total estimated cost of land</td>
<td>Type of crop</td>
</tr>
<tr>
<td>Father’s Name</td>
<td>Caste</td>
<td>Chronic Disease Name</td>
<td>Permanent Address*</td>
<td>Housing Profile (10)</td>
<td>Insurances (3)</td>
<td>Bank Loan Profile (6)</td>
<td>Type of farming</td>
</tr>
<tr>
<td>Mother’s Name</td>
<td>Mother Tongue</td>
<td>Occurrence Date of Chronic Disease</td>
<td>State</td>
<td>Livestock Profile (3)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Previous Name if changed</td>
<td></td>
<td>Are you Pregnant?</td>
<td>District</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Identities Profile (6)</td>
<td>Expected date of delivery given by doctor</td>
<td>Post Office</td>
<td>Village/Town/City</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gender*</td>
<td>Voter Card No</td>
<td>Literacy &amp; Education Profile (5)</td>
<td>Pin Code</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date of Birth*</td>
<td>PAN</td>
<td>Highest Academic/Educational Qualification</td>
<td>Area/Locality/Sector</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date of Birth Type</td>
<td>Driving License No</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Photograph*</td>
<td>Passport No</td>
<td>Skill sets</td>
<td>Landmark</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Signature</td>
<td>Pension Payment Order</td>
<td>Branch of Education</td>
<td>Street/Road/Lane</td>
<td>Employment Profile (3)</td>
<td></td>
<td>Employment Type (Above 14 years)</td>
<td>Loan Tenure in Months</td>
</tr>
<tr>
<td>Employment Registration ID</td>
<td>Employment Registration ID</td>
<td>Whether student is staying in government hostel</td>
<td>House/Building/Apartment</td>
<td></td>
<td>Employment Type (20 years)</td>
<td>Employment Type (Apart from 20 years)</td>
<td>Loan Tenure in Years</td>
</tr>
<tr>
<td>% of Marks in last exam</td>
<td>Assembly Electoral Area</td>
<td>Status of Toilet</td>
<td>Main Activity of Occupation</td>
<td></td>
<td>Status of Toilet</td>
<td>Employment Type (20 years)</td>
<td>Occupation</td>
</tr>
<tr>
<td>Status if Toilet Completed</td>
<td>Parliamentary Constituency Area</td>
<td>Whether water is available in Toilet</td>
<td>Annual Gross Income From All Sources</td>
<td></td>
<td>Status of Toilet</td>
<td>Employment Type (Apart from 20 years)</td>
<td>Occupation</td>
</tr>
</tbody>
</table>

132 fields in all
Phases of MahaLaabharthi 1.0

MahaLaabharthi 1.0 Phase I - Information
- Design Master Form to collect all the necessary information from a citizen.
- Make a Search Engine

MahaLaabharthi 1.0 Phase II - Interaction
- Through Citizen Service Centers (Mee Seva Kendra) encourage citizens to fill the Master Form in Self Declaration Mode.
- Using Search Engine Identify Schemes in which citizen is eligible.

MahaLaabharthi 1.0 Phase III - Transaction

MahaLaabharthi 1.0 Phase IV - Transformation
- Inform the citizen and inform the department – prepare a Permanent Waiting List for each Schemes.
Pilot Project: Northern Talukas of Pune District

- **12,068** Below Poverty Line ST Households were identified from the Aadhar Seeded - Ration Card Data.

- Up to 3 persons between the ages of 16 – 55 were surveyed in each of those families by youth who had undergone a basic computer course MSCIT. For each successful entry, the operator was paid Rs. 70.

- **19887** persons belonging to Scheduled Tribes were successfully surveyed and they were found to be beneficiaries in **1.08 Lakh Scheme Benefits**, up from just **1,577** in previous years.
MKCL is a joint venture company of Government of Maharashtra.

MKCL could study the state & local body schemes with help from APHRDI and design the master form.

Government can launch AP-Labharti in 21 days on citizen pays-per use basis after an agreement between MKCL and MeeSeva Kendra.

The Risk- Budget!
Vision of Digital India

1. Digital Infrastructure as a Utility to Every Citizen
2. Governance & Services on Demand
3. Digital Empowerment of Citizens
Nine Pillars of Digital India

1. Broadband Highways
2. Universal Access to Phones
3. Public Internet Access Program
4. E-Governance
5. eKranti – Electronic delivery of services
6. Information for All
7. Electronics Manufacturing – Target NET ZERO Imports
8. IT for Jobs
9. Early Harvest Programs
Transformative Agenda

Citizen Services Delivery & Benefits Transfer:

• From Demand driven to Entitlement driven
• From Reactive to Proactive
• From Compliance to Citizen Empowerment
• From Documents driven to Data driven
Government Interaction with Citizen

**AGE 16**
- **Congratulation Message after Successful Completion of 10th Standard**
- **Career Guidance Tips**
- **Skills Development Inventory Tracking**
- **Reminder to register for Skill Development Mission Courses**
- **Application for Driving License**
- **Application to Skills Development Courses**

**AGE 5 TO 16**
- **Scholarships Reminders**
- **Annual Health Check Up – Physical Disability Updated if any**

**AGE 5**
- **Reminder for School Admission**
- **Issue of Income Certificate – BPL Category decided**
- **Opening of Bank Account under Jan Dhan Yojana with parents**

**AGE 0**
- **Birth Registration**
- **Registration for Aadhaar**
- **Update Family Details**
- **Addition in Ration Card**
- **Vaccination**
- **Mazi Kanya Bhagyaashree Yojana for Females**
DEATH

- Death Registration
- Cancellation of Name from Ration Card
- CIDR Number Remains in Database
- Cancellation from National Population Register
- Funeral Support
- Insurance Support
- Spouse Status Widow – Pension – Stop Pension

AGE 58 TO 60

- Pension Support
- Social Security Benefits
- Senior Citizen Card Issue

Government Interaction with Citizen

AGE EIGHTEEN

- Alert for Voter ID Application and Printing of Prefilled Form
- Mazi Kanya Bhagyashri - Benefits to Females
- Passport Application
- Bank Account Details Update
- Insurance Services
- Registration for Employment
- Reminders for Online Application for various Job Opportunities
- Marriage Benefits for Females
- Marriage Registration and Creation of New Family ID for Women

LIFE EVENTS

- Tracking of Life Events
- School, University Courses Tracking
- Certificates Issue
- Marriage Registration
- Child Birth Registration and Benefits
- Dynamic Update & Tracking of Availed Services
Problem Today

• Citizen is a **customer** for the government and **not a client**.

• Government Departments and Schemes within Departments **do not speak** with each other.

• eGovernance has means physical world has to be constantly digitized
MahaLabharthi 2.0: What we hope to achieve?

• Single digital gateway for all interactions with government by making citizen a client

  Challenge: The Aadhar Act

• Standardize and Digitize all interaction with the citizen – by re-imagining the file

• MahaLabharthi 3.0 – Budgetary Approvals / Module for Auditors
1. EID
2. Aadhaar Number
3. Father's Aadhaar Number
4. Mothers Aadhaar number
5. Spouse Aadhaar number
6. Children Aadhaar Number
7. Marriage Certificate Number
8. Caste Certificate Number
9. Minority Certificate Number
10. Latest Qualification Marksheet Number
11. 10th Marksheet Number
12. 12th Marksheet Number
13. Income Tax payee number
14. PAN
15. Vat Number
16. Government Employee Number
17. Enterprise Registration Number
18. Shop Act License Number
19. Toilet Certificate Number
20. Water Connection Number
21. Electricity Consumer Number
22. LPG Consumer Number
23. Property Tax Number
24. Social Pension Number
25. Disability Certificate Number
26. Bank Details
27. Employment Exchange Number
28. Job Card Number
29. Ration Card Number
30. Voter Card Number
31. Passport Number
32. Driving License Number
33. Birth Certificate Number
34. PPO Number
35. House Coordinates
36. Address PIN Number
37. Mobile Number
38. Kisan Card Number
39. Scholarship Id
40. Self Help Groups Id
41. Vehicle Registration Number
42. Sarva Siksha Abhiyaan Registration
43. School UDISE Code
44. 7/12 Number
45. Namuna 8
46. UAN - PF Number
One Scenario
Documents required for Admission to Engineering

Out of 20 Documents, 17 documents are issued by different departments

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Allotment Letter</td>
<td>Printout from DTE website</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>2</td>
<td>Leaving/Transfer Certificate</td>
<td></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>3</td>
<td>HSC Marksheet</td>
<td></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>4</td>
<td>Domicile Certificate/Sixth Certificate</td>
<td></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>5</td>
<td>Indian Nationality Certificate</td>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>6</td>
<td>SSS Passing Certificate</td>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>7</td>
<td>MHT-CET 2016 Scorecard</td>
<td></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>8</td>
<td>Proforma I</td>
<td>As per proforma on Rs. 100/- stamp paper if proof for Indian Nationality is not submitted.</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>9</td>
<td>caste Certificate</td>
<td>Issued by Competent Authority in Maharashtra.</td>
<td>NA</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>10</td>
<td>caste Validity Certificate</td>
<td>Issued by Competent Authority in Maharashtra</td>
<td>NA</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>11</td>
<td>Non-creamy Layer Certificate</td>
<td>Valid up to 31/02/2017</td>
<td>NA</td>
<td>NA</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>12</td>
<td>2 Passport Size photographs</td>
<td>Latest color self photos</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>13</td>
<td>Provisional Eligibility Certificate</td>
<td>If Std XII passed from other than maharashtra Board (Issued by University of Mumbai)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>14</td>
<td>Migration Certificate</td>
<td>If Std XII passed from other than maharashtra Board, (Issued by Various Boards)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>15</td>
<td>Gap Certificate</td>
<td>In the form of affidavit on Rs. 100/- stamp paper (If Std XII is passed in 2015 or earlier)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>16</td>
<td>Medical Fitness Certificate</td>
<td>From MOH/MO/MS Doctor</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>17</td>
<td>Parents’ Income Certificate</td>
<td>From Tahsildar</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>18</td>
<td>Aadhaar Card photo copy</td>
<td>Another card must be linked to student’s bank account</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>19</td>
<td>Bank pass book photo copy</td>
<td>State Bank of India Account</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>20</td>
<td>Anti-Harassing Affidavit</td>
<td>Affidavit on plain paper from student &amp; parent (On-line)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>
12th Pass Admissions - Engineering

Candidate enters Aadhaar details and roll number of HSC, SSC, College options

- MahaLabharthi Database
  - SSC Marks, DOB, Religion
  - HSC Marks
  - Place of Birth
  - Aadhaar No., DOB, Gender, Name, Address
  - Caste, Domicile, Creamy Layer Details
  - Government Employee details
  - Physical Disability
  - State Employee Database
  - Health Dept Database
  - Minority Database
  - CET Database
  - CET Marks

- Ready made Application
  - Candidate enters Aadhaar details and roll number of HSC, SSC, College options
Citizen Becomes Senior Citizen

In case of Government employee, MahaLabharthi Database informs his department.

MahaLabharthi Database sends birthday wishes.

MahaLabharthi Database informs passport office in case he has drawn passport.

MahaLabharthi Database informs railways.

Indian Railways will not ask age but immediately senior citizen rates while ticket booking.

Bank updates in database and updates the interest rates to be applied.

Social justice department checks his eligibility for shravan bal nivrutti yojana and informs citizen.

Passport office informs him to submit his recent photo online.

His department informs treasury to start his pension.

Treasury department starts crediting his pension to his bank account.

Citizen becomes senior citizen at the age of 60.
MahaLabharthi 2.0: Building the Database

- To benefit under a scheme, a citizen is required to make an application and prove his eligibility by getting document verified by concerned authority.

- Under MahaLabharthi 2.0, the citizen would submit the document only once.
  
  i. The Digital Copy of the Document would be stored in the NIC Digital Locker (*The Aadhar Act challenge*)
  
  ii. The Document could be verified using API from the issuing authority.
  
  iii. The Document would be verified by an official required seniority of Zilha Parishad, Akola
MahaLabharthi 2.0: Building the Database

After single verification for the duration in which the document is valid, ALL departments would consider the document verified.
Benefits for Citizens

- Every citizen/family shall get the schemes and services in a personalized manner, as per entitlement with acceptable quality, at cheapest possible cost, within stipulated time-frame and at their doorstep or at their fingertips.
Benefits for Citizens

• Every citizen/family will get the proactive suggestions for schemes and services s/he is progressively getting entitled to based on his/her dynamically changing profile.
Benefits for Citizens

• The citizen will preferably get to know his/her due schemes and services entitlements and due compliances in a predictive calendar view in his/her smart phone (Day view, Week View, Month View, Year View….)
Benefits for Citizens

• When a new scheme is launched, if a citizen is eligible, it would automatically show in his or her profile.
Benefits for State

• Optimizing Budget and Planning
• Proactive Governance
• Reducing Administrative Costs & Increasing Efficiency
Certificates

Mahabalabharti 2.0
Visit to Citizen Service Centre

Wait in queue to purchase application Form

Gets the list of necessary documents and arrange the same

Fill up the application form

Visit CSC again to submit application form with required documents

Wait in queue to submit application form

Token allotted from office to the applicant

Verification and Reverification process for officer's approval

Time Limit

Present Scenarios for Certificates

Citizen again visits the CSC to collect the certificate
Future Scenario for Certificates

NO NEED TO APPLY FOR CERTIFICATES AFTER FIRST VERIFICATION FOR MahaLabharthi Database

Department of will not ask for any certificate from citizens

Certificates will be directly delivered without application across the counter after producing Aadhaar number if citizens require it for submitting it outside the state.
Public Infrastructure

Mahalabharty 2.0
Demanding for Public Infrastructure or its Maintenance

- A master list of possible public infrastructures are drawn from the Schemes and Yojanas – 22 in Maharashtra
- Citizen can demand for any of the public infrastructures
- After demand is generated, it is verified by concerned technical department and line estimates are drawn.
- Proposed Work Code is generated, which could be up voted and can also be modified.
- Once approved by the authority, it would become work-code and be linked to tender software and can be tracked for construction & maintenance.
Tracking of Physical Work

Mahalabharti 2.0
Tracking of Physical Work

• Some work cannot be digitized, but only its tracking / monitoring can be digitized – teachers teaching in school / vaccination programs / progress of construction etc.

• Reporting of such works would be digitized with analytics to help in monitoring

• Inspection & Social Audit modules will ensure reports are truthful.
Other Works

Mahalabharti 2.0
Identifying Other Works

- Using work-sheets of all the desks in Zilha Parishad, Taluka Panchayat Samiti and Gram Panchayats; we have identified 352 other forms of citizen and inter-departmental demands.

- We are working for email and letter integration with the system. Also, on any issue, a digital file can be generated and downloaded (like downloading a ticket).

- Processes and Checklists are being defined for each work by Assistant Collector (U/T) Dr. Mittali Sethi (IAS: MH: 2017)
What we are leaving out of even MahaLabharthi 3.0

- The law does not define online vigilance/ ombudsman methods; hence only complaint and reporting is being digested.
- High Court & Supreme Court matters would NOT be digitized
- Interaction with superior offices
- Policy Matters
Thank you

Ayush Prasad  (IAS: MH: 2015)
Chief Executive Officer, Zilha Parishad, Akola