



Department of Science and Technology,
Government of Gujarat

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Background

ATVT (Apno Taluko Vibrant Taluko)

- ▶ launched in 2011 in all Talukas and currently delivering 276 services
- ▶ Average monthly transactions 7 lacs

Digital Gujarat Portal

- ▶ GoG decided to enhance the ATVT to make government services accessible over the internet and provide unified interface to citizens to avail high volume Services of the Government of Gujarat.

Digital Seva Setu

- ▶ Services will be available **every day** in all the Villages through e-Gram centre

Seva Setu Programme

- ▶ Launched in 2016 in all villages and all the Municipalities and Municipal Corporations of the state.
- ▶ Camps are organized in a village that is located within a cluster of 8-10 villages.
- ▶ Approx. 3.50 Crores application has been delivered at Villages level in 7 Phases of Seva Setu Program.

2016

- ▶ Disbursed more than 21,000 Crores under PM Kisan, Scholarship schemes and CM sahay through DBT payment
- ▶ More than 16.25 Lacs COVID-19 e-Pass

2016

2020

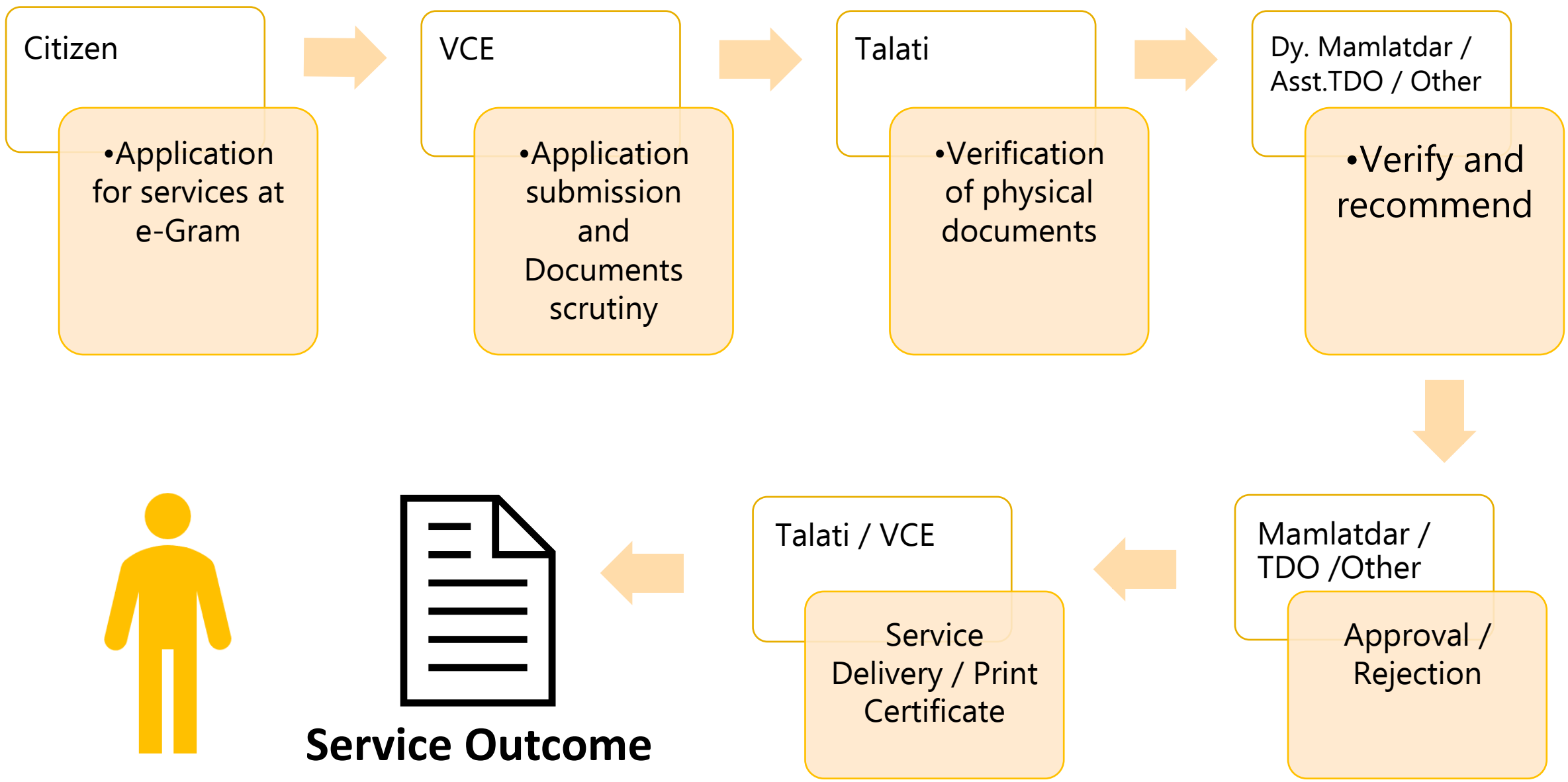
2011



Objective:

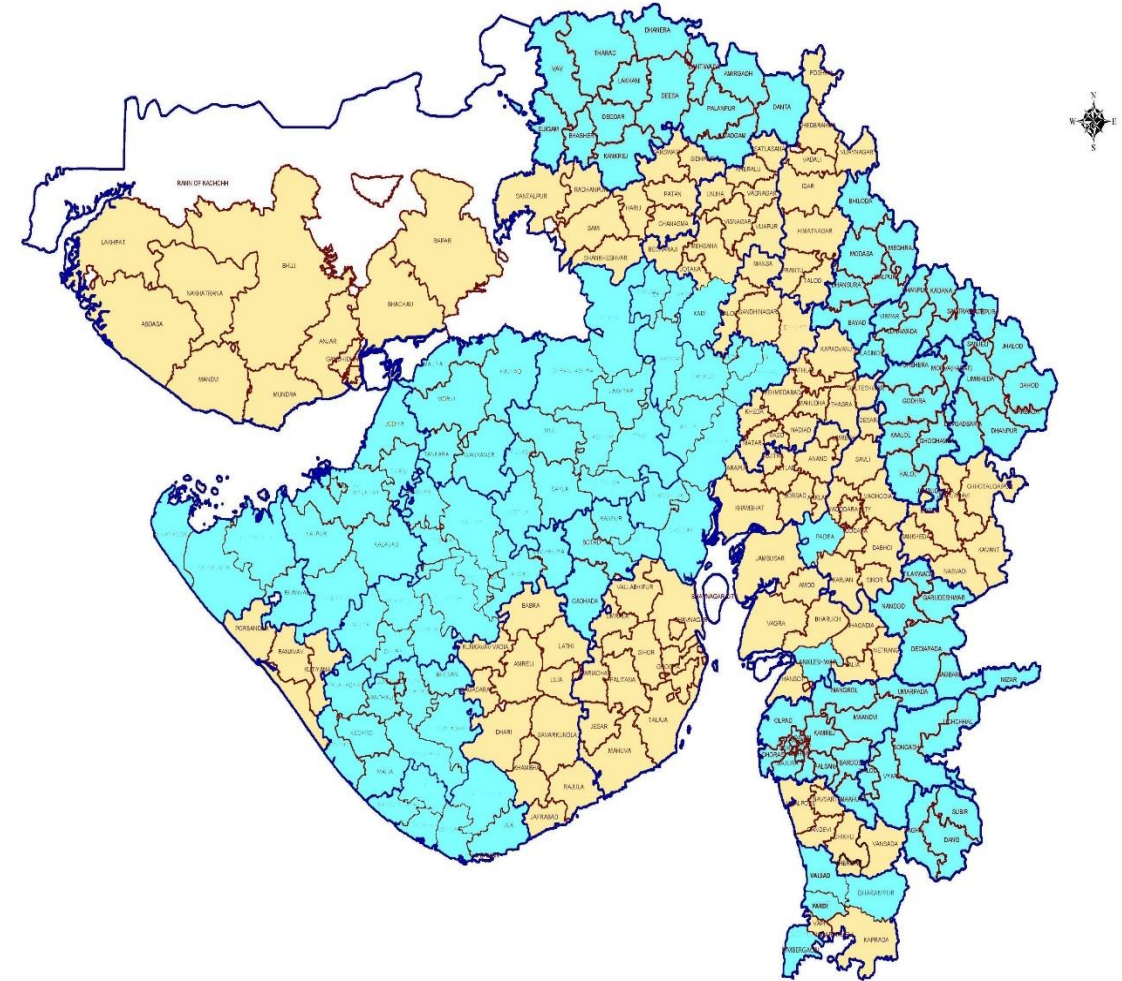
To deliver the citizen centric services at village level by minimizing the need of citizen to visit Taluka / District Centers utilizing the backbone network created under BharatNet project.

Digital Seva Setu – Generic Workflow



Gujarat Fibre Grid Network (BharatNet Phase-II) for Last mile connectivity

- ❑ BharatNet Phase-II project covers and connect (Fibre) 7692 Gram Panchayat (including 170 District Centres and Taluka Centres) of the state of Gujarat.
- ❑ Government of Gujarat has setup an SPV namely “Gujarat Fibre Grid Network Limited (GFGNL)” to implement Phase-II of BharatNet Project in Gujarat under the Department of Science and Technology.
- ❑ To actualize a state-to-village fiber grid and to facilitate building common Government owned infrastructure to provide internet facilities to residents of State of Gujarat.



 **Phase-II (~31.2k of OFC Network)**

Major Challenges

Document Verification

Verification at eGram

Challenge: Current practise, Dy. Mamlatdar verifies supporting documents of Applicant at Jan Seva Kendra at Taluka Offices.

Solution: Talati will verify the original documents and forward the online application to Dy. Mamlatdar at Taluka Office.

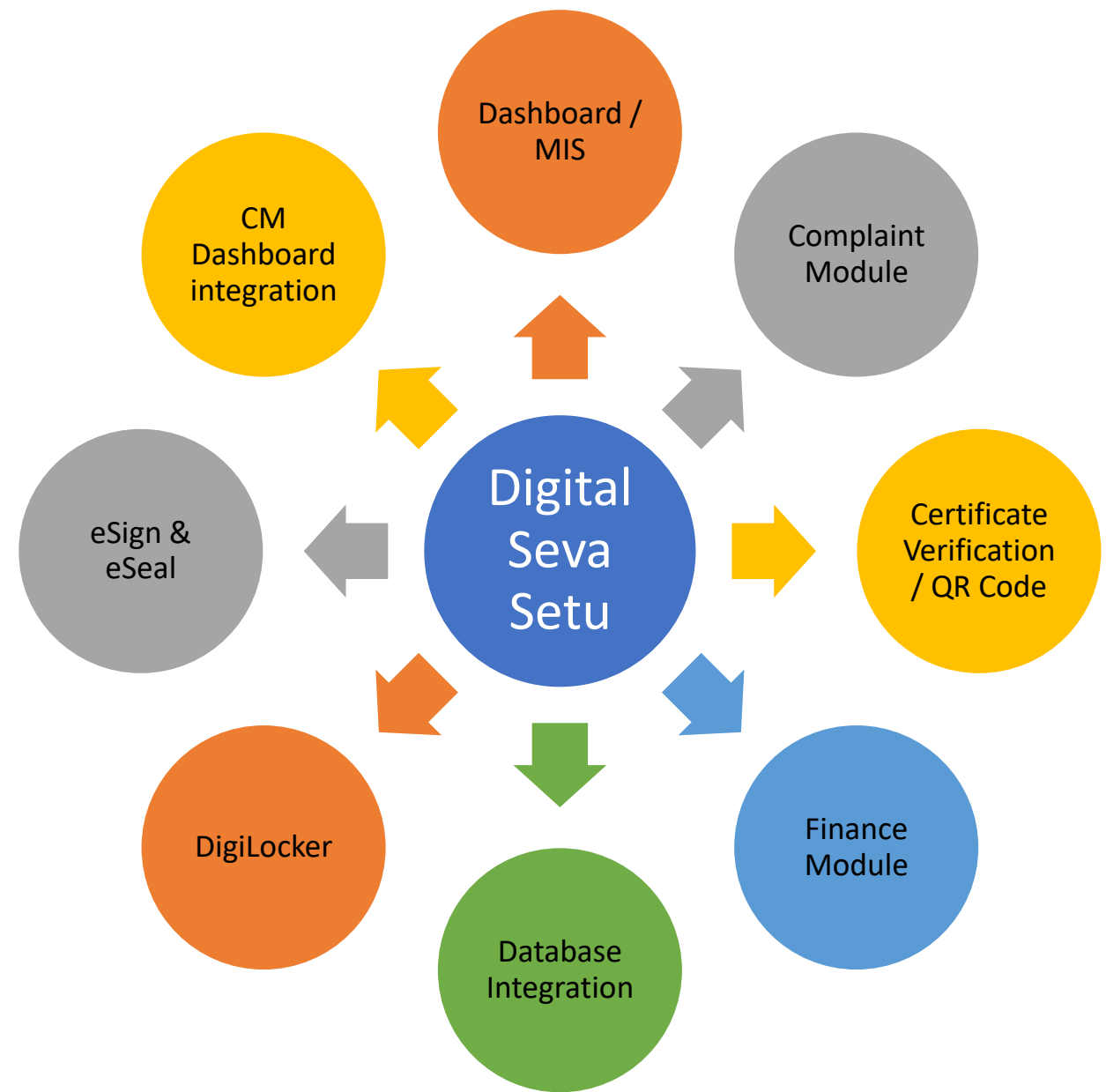
Affidavit

Empowerment of Talati

Challenge: Applicant has to visit Taluka to make affidavit as in most cases, Notary and Dy. Mamlatdar are available at Taluka.

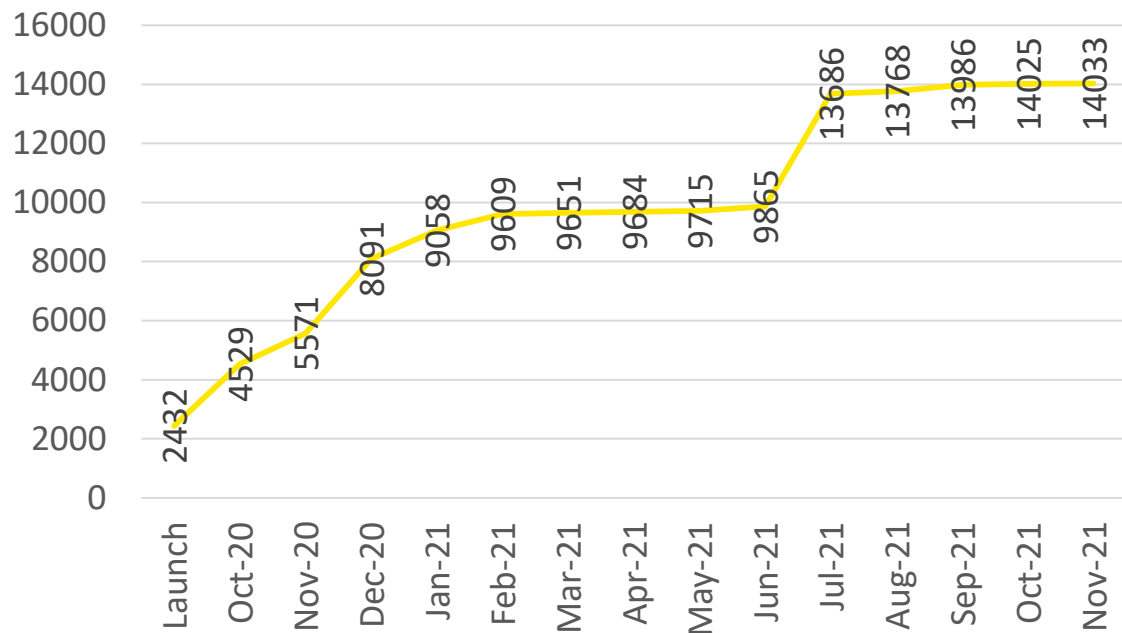
Solution: Empower Talati for Administering the Oaths and Affirmations for the purpose of Affidavits for the notified Citizens services.
[Under the Oaths Act, 1969 para-3 Power to administer Oaths.]

Key Features of Digital Seva Setu



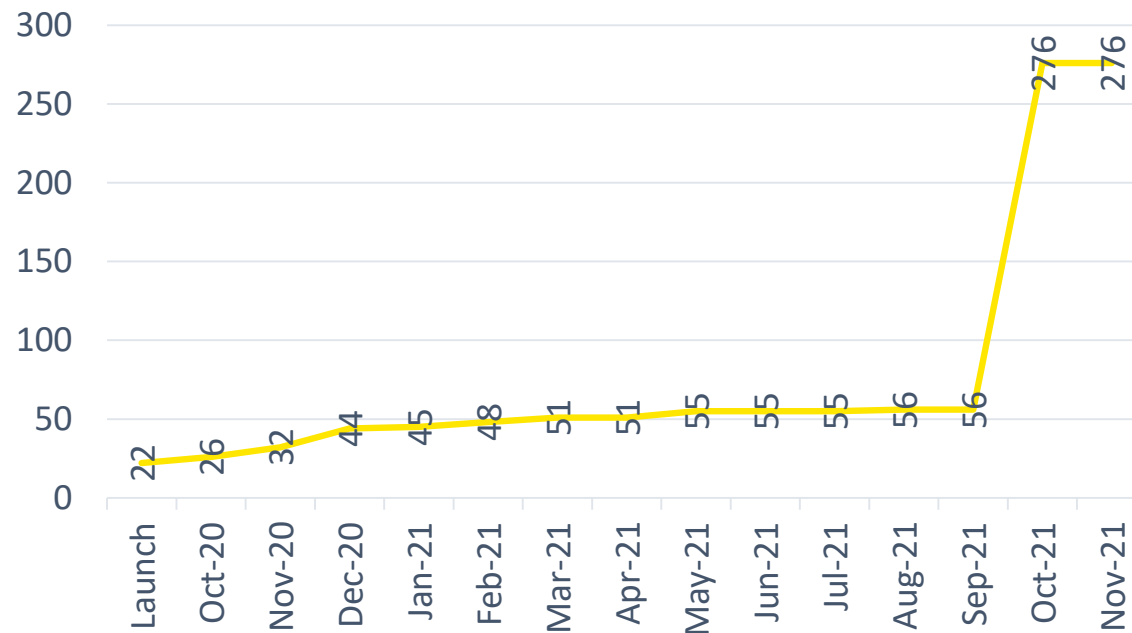
Digital Seva Setu - Progress in Gram Panchayats & Services

Grampanchayats



- Launched with 2400 GPs,
- currently operational in 14033 GPs

Services



- Launched with 22 services,
- currently 276 services are available on DSS

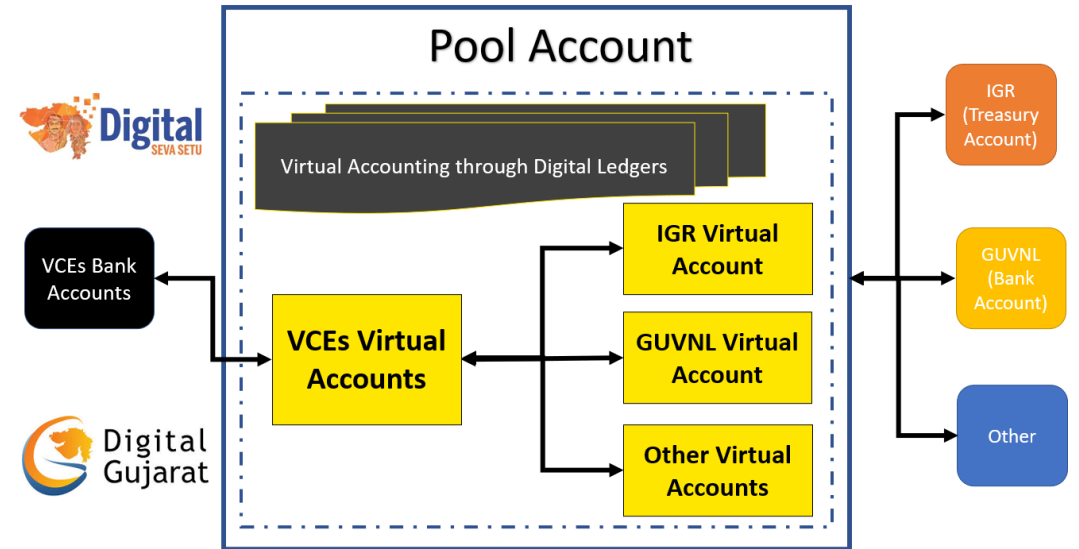
Digital Seva Setu – Affidavits

Failure rate of stamp duty payment is 20-30%, and thus, pendency in Affidavit service is high.

➤ To overcome this challenge; Finance Module is under development

Features:

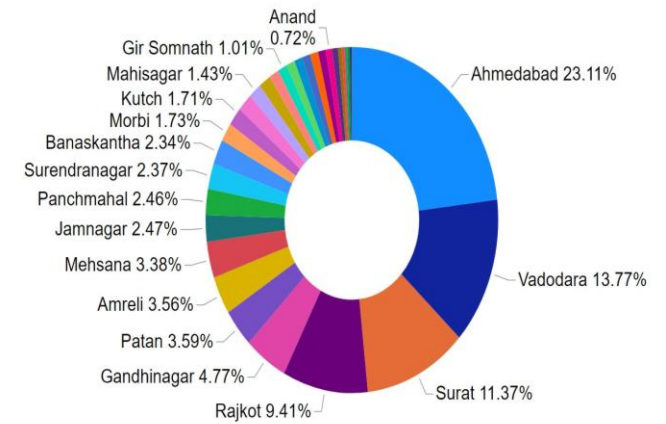
- ✓ Virtual Accounting using Digital Ledgers to reduce failure rate.
- ✓ Automated reconciliations and settlement to respective Department Accounts.
- ✓ Virtual Accounts for VCEs.
- ✓ Multiple Banks
- ✓ Transactions charge: 0



MIS / Dashboard and Complaint Module

MIS Reports and Dashboard for following:

- a. State wise
- b. District Wise
- c. Taluka Wise
- d. Village wise
- e. Department/ Office wise



Complaint Module:

- a. Option for logging issues/ complaints/ grievance,
- a. Automated assignment as per the issues/ complaints/ grievance type
- b. Automatic escalations
- c. MIS reports for State wise, District Wise, Taluka Wise, Village wise, Department/ Office wise monitoring

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Thank You