

Important decisions taken during the meeting held to review the essential services to Citizens through VS/WS Department pertaining to Revenue Department at 11.00 am on 13.05.2020 at APSHCL office, Tadepalli.

Present: 1. Sri Ajay Jain, Prl. Secy., GVWV/VSWs (FAC)
2. Sri Naveen Kumar, Director, GVWV/VSWs
3. Sri Vidyasagar Reddy, Adviser, IT
4. Sri Jeevan, SPANDANA
5. Mrs. Vijaya Sunitha, PD, CMRO
6. Mr. Chakrapani, AS, CMRO
7. Mr. Indu Vara Prasad, MD, M/s Code Tree
8. Mr. Sudhakar, ADC, SIRD and other officials.

The following essential services pertaining to Revenue Department and Survey & Land Records Department which account for maximum transactions pertaining to Citizens were reviewed:

- i) Integrated Certificate,
- ii) Income Certificate,
- iii) Family Member Certificate,
- iv) OBC Certificate,
- v) Issuance of Income and Asset Certificate for Economically Weaker Sections
- vi) Late Registration of Births,
- vii) Late Registration of Deaths
- viii) Agriculture Income Certificate
- ix) F line
- x) Patta Sub division

In the present system, the citizen applies for services at the Meeseva Center and from Meeseva Center it is sent to MRO Login. MRO takes a print out and gives it to the Office Superintendent (DT) who then entrusts it to the VRO. VRO, after preliminary enquiry, gives it to RI who then submits it to DT. The DT with his remarks gives it to MRO who then digitally signs and forwards it to Meeseva Center and from there the citizen collects the Certificate.

The SLA at present is about 30 days altogether and there are no SLAs for each individual officer (VRO/RI/DT/MRO). Now, in the proposed system, the applicant will provide all the details to the Digital Assistant who will forward it to the Login of the VRO from there to the login of RI and from there to MRO or to DT as the case may be and after the digital signature of MRO/DT, it comes back to the Digital Assistant in the Secretariat. The SLA is 7 days for most of the services, 10 days for late Registration of Births and Deaths and 30 days for services relating to Survey Department. The special SLAs have also been fixed.

Plan of Action:

- i) M/s Code Tree will develop necessary software and show the first prototype on 18th May.
- ii) PD, CMRF will share the checklist for each of the services to the Director, GVWV/VSWS at each level by 15th May. On 18th May the prototype will be tested in one of the Secretariats nearby the district.
- iii) On successful completion of the testing it will be shown to CMO by 20th May. Mr.Jeevan from SPANDANA, with the help of PD, CMRO will develop the detailed SOP for each of the services by 20th May.

- iv) On 22nd May, a VC will be held with the JC (VSWS) to train them on the new model of service delivery, the software, the SoP and the training of the low level functionaries.
- v) The feedback from the JC will be taken and training material will be prepared suitably by Mr.Jeevan with the help of PD, CMRO.
- vi) By 25th May M/s Code Tree will ensure that the remaining services also go live and they will also be demonstrated at the field level in one chosen Secretariat on 25th.
- vii) From 26th to 29th May, Joint Collector will conduct VC with all the Mandals in which the concerned officers at the Mandal and Secretariat level who are involved in the delivery of services, i.e. MRO, DT, RI, Digital Assistant and VRO and Mandal Surveyors and Village Surveyors are present and are imparted training. Separate batches may be organized keeping in view the capacity of VC Hall in the Mandal office and the need for physical distance.
- viii) Again a VC with JC will be organized on 29th May to know the preparedness for rolling out the services from 1.6.2020. The services should go live from 1.6.2020 onwards.

All the concerned are requested to take necessary action immediately.

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13/5/20
Pr. Secy., GVWV/VSWS