



Seva Sindhu

“One platform, many services”

Seva Sindhu – Salient Features

- Single window agency delivering government services in a cashless, paperless, contactless manner
- 850+ services from 80 departments available
- Till now 2.6 crore+ applications have been delivered through Seva Sindhu
- Covers entire spectrum of citizen services from application to delivery of service



- ✓ Aadhaar based authentication: e-KYC - OTP and Biometric, Aadhar as financial address



- ✓ Integration with SAKALA to ensure timely service delivery. Provides online option of Appeal in case of delayed service delivery



- ✓ e-Sign for authentication by citizen & officials



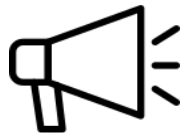
- ✓ Real time SMS and Email notification on application status changes



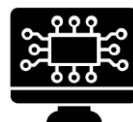
- ✓ Integration with DigiLocker for storing output certificates



- ✓ 100% Digital payments - application fees as well as financial assistance



- ✓ Detailed information disclosure of each service
- ✓ Chatbot for 24/7 support for citizen queries



- ✓ End-to-end development
- ✓ Integrations with existing IT systems

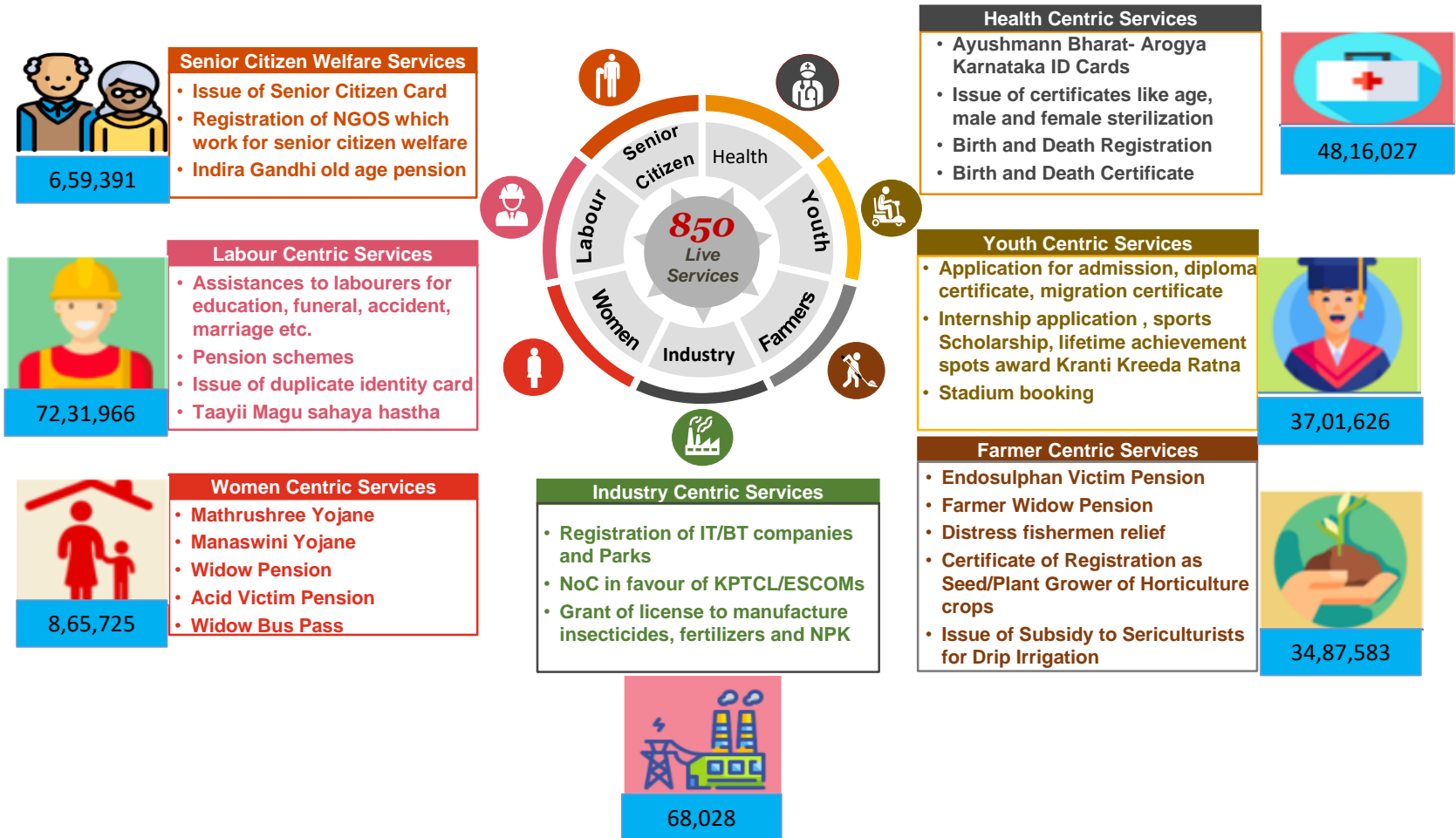


- ✓ Digitally signed QR code on output certificate for enhanced security



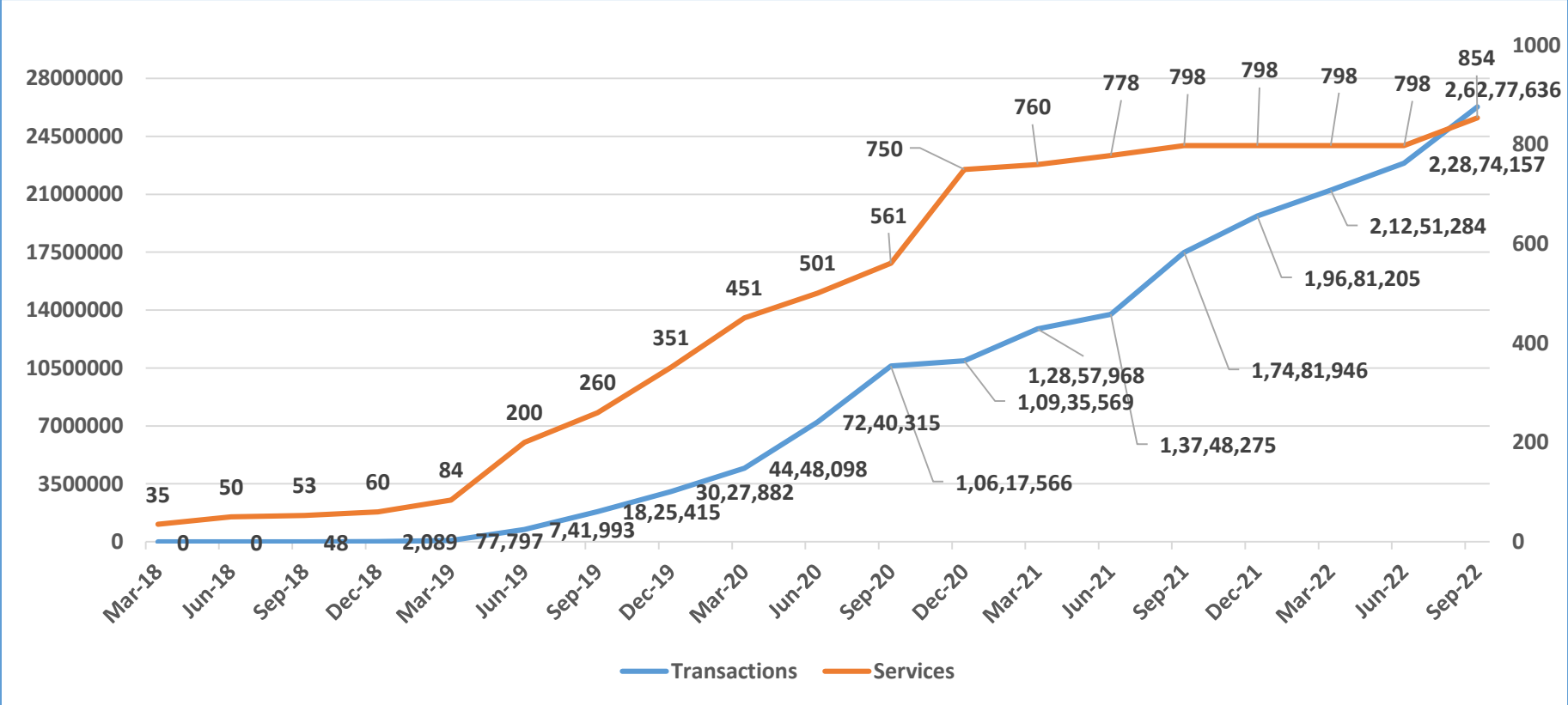
- ✓ Automatic Geo-Location detection of user using KGIS data

Bird's eye view of sectoral coverage





Seva Sindhu service Onboarding and Transactions Trend - Quarter wise



Services : 850 Departments: 80

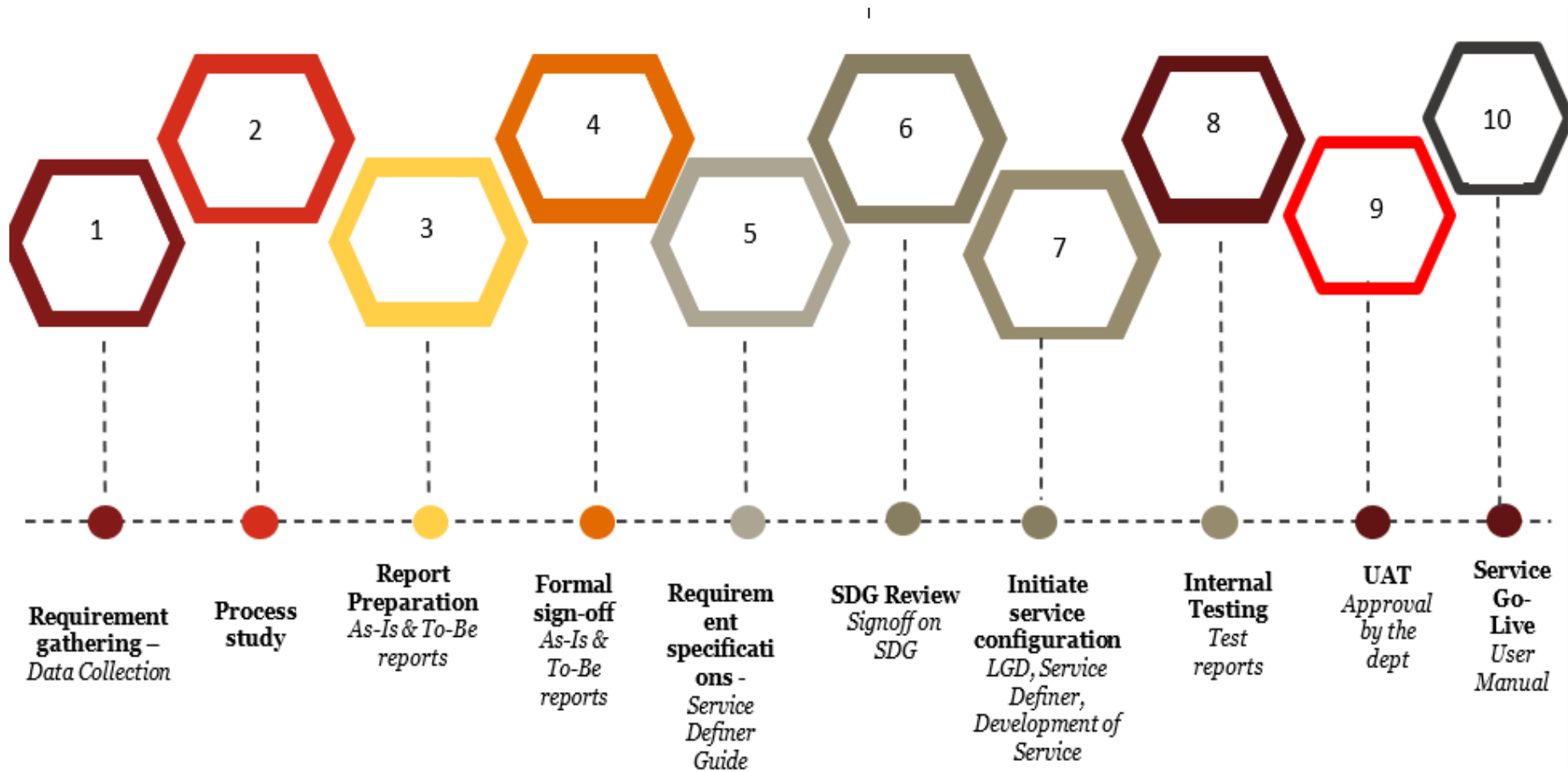
No of Applications Received till 23rd Sept 2022: 2.62+ Crores

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On-boarding Procedure



Modes of Service Delivery

✓ Online/ Self Mode

- Services are available online at <https://sevasindhu.karnataka.gov.in/Sevasindhu/English>



✓ Grama One

- Single point assistance centre for all citizen centric activities at village level which includes delivery of G2C services, Banking services, Skill Upgradation etc.
- 7112 Centers (being extended to 9000 centers by October 2022)



✓ Janasevaka (Door Delivery)

- Involves receiving of applications and delivery of services at the door-step of citizens in 198 wards of BBMP
- 80 services from 9 departments



✓ Bangalore One and Karnataka One

- Integrated citizen services delivery centers in Bangalore (146) & other cities of Karnataka (62)
- Being extended to all Urban Local Bodies in the State by October, 2022





Grama One

- Single point assistance centre for all citizen centric activities at village level which includes delivery of G2C services, Banking services, Skill Upgradation etc.
- PPP Model wherein the Government is providing branding and technology
- Operational Partner is responsible for setting of these centres at village level through franchisee mode.

Grama One Timeline:

Pilot Launch Date: November 19, 2020

District: Davangere, Chikkamagaluru, Vijayapura & Bidar

Number of Centres in Pilot: 300+ Centres

Project Launch Date: January 26, 2022

No of Districts: 31 Districts

Number of Centres: 7112 Centres

No. of Services: 850 services

No of Applications: 82,00,000+

Envisaged Benefits of Grama One:

- **Saving on Opportunity Cost:** Since Grama One will act as one-stop shop for all government services, citizens do not need to travel to district or taluk to avail government services. This will help in saving time & money of the citizens.
- **Employment:** Employment opportunities for the local youth
- **SMART Governance:** Accountability and Transparency in the service delivery to the rural citizens. This also means no dependency on middlemen to avail government services
- **Convenience:** Convenient for the citizens are the Grama One centres are operations from 8AM-8PM even on government holidays which is not the case for other government run service centres
- **Financial Inclusion:** By providing micro-banking services through Grama One centres, government will also achieve the mandate of financial inclusion

GramaOne centres



GramaOne centres



Door to Door Survey done by Grama One Operators





About Janasevaka

Janasevaka – This is a path-breaking citizen centric initiative introduced by the Government of Karnataka involving both receiving of applications and delivery of services at the door-step of citizens. This major reform changes the way citizen service delivery systems work.

Janasevaka Timeline:

Pilot Launch Date: March 2, 2019

Constituency: T. Dasarahalli

Pilot Expansion Date: February 4, 2020

Constituencies Added: Rajajinagar, Bommanahalli and Mahadevapura

Next Pilot Expansion: January 18, 2021

Constituency Added: Yeshwanthpur

No. of Services: 80 services

Expansion in Bengaluru Urban: November 1, 2021

No of Applications: 2,40,000+

Benefits:

- **Time saving** as citizens do not need to wait in queue to avail services
- **Cost saving** as citizens do not need to travel to government offices or citizen service centres to avail these services
- No more dependency on middlemen
- Janasevaka visit can be booked anytime between 8AM to 8PM at the **convenience** of the citizens
- Convenience to senior citizens and physically challenged citizens



Jana Sevaka

Door Delivery of Citizen Services



1

2

3

4

5

CITIZEN

- ✓ Citizen calls Call Center
- ✓ Requests for a particular service
- ✓ Shares address for visit and other details
- ✓ Requests for time slot based on his/her convenience

CALL CENTER OPERATOR

- ✓ Checks if citizen meets the required criteria to avail service
- ✓ Checks if citizen has required supporting documents
- ✓ Checks slot availability and confirms slot booking
- ✓ Provides details of the 'Mobile Sevaka' who would visit

COORDINATOR

- ✓ Wards are grouped into clusters based on volume of requests
- ✓ Around 3 Mobile Sevakas are allocated to each cluster of wards
- ✓ Coordinator is responsible for ensuring punctuality, discipline and commitment of the Sevakas

MOBILE SEVAKA

- ✓ Mobile Sevaka travels to the location by bike
- ✓ Displays ID card issued by GoK for identification
- ✓ Fills and submits application form using tablet
- ✓ Collects service fee & generates receipt using thermal printer
- ✓ Safety of women applicants is ensured by allocating Woman Sevakas

FEEDBACK

- ✓ Call center operator requests citizen to rate the service based on parameters like:
 - Sevaka's behaviour
 - Punctuality
 - Customer friendliness etc.
- ✓ Ensures seamless service delivery





Bangalore One and Karnataka One

- Bangalore One project is an Integrated citizen services project set up in different parts of Bangalore city. There are 146 centres at present.
- Karnataka One is a replication of Bangalore One which is set up in other cities of Karnataka. 62 centres are operational
- Services available from 8 AM to 7 PM on all days except holidays as per National Holidays and Festival Act
- Multiple services of Government and Business available at all the counters of all the centres (ONE STOP)
- Jurisdiction free service
- Choice of Pay modes: Cash/Cheque/DD/ Credit cards/Debit Cards/ UPI /Paytm
- Citizen Friendly ambience
- No service charges
- Services through internet(Karnataka One Portal)- <https://www.karnatakaone.gov.in/>

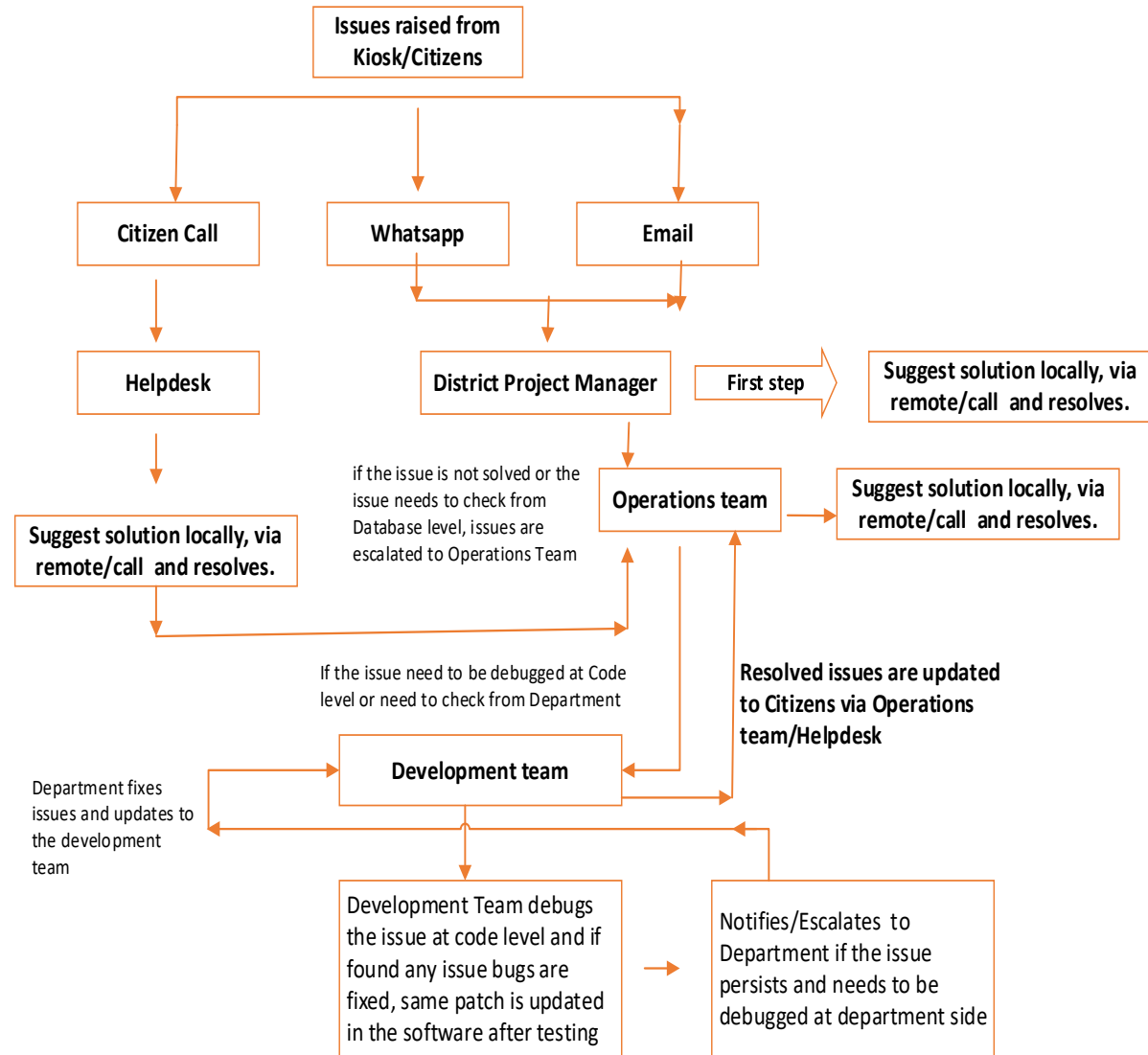
Karnataka One and Bangalore One Centres



Operations Management & Training



- Operations Team at Directorate will be trained, and Knowledge shared upon the new releases.
- District Project Managers and Master Trainers of Stakeholders are trained as Master Trainers.
- Master Trainers will train all Kiosk Operators at District level.
- Monthly refresh training to all Masters trainers will be conducted.
- Training documents, Videos, User manuals, SOP will be provided to the trainers.
- Regular feed back is collected from the field and refresh training on the feed back will be provided.



Features of Seva Sindhu

- Versatile & agile platform, thus enabling onboarding of emergency services during crisis.

E.g.: Issue of e-pass for inter State and international arrival of passengers, Disbursal of COVID related Financial packages (Construction labour, Street Vendors etc.)
- Integration with other Government data sources (FRUITS, SATS, SSLC, PUC, AJSK etc.)
 - Auto population of most of the form fields, thus, reducing number of document uploads and data entry.
 - Integrated with Kutumba - an Entitlement Management and Integrated Social Information System which consists of a social registry, integrated beneficiary management systems, beneficiary registry. More than 5.5 crore citizens enrolled.
 - Integrated with Sakala
 - Sakala Mission sets service delivery timeline
 - Performance monitoring of disposals within prescribed time limit
 - Integration with DBT platform for payments using Aadhar as financial address
 - Efficient processing by departments
- W3C, GIGW, NeSDA Compliant

Features of Seva Sindhu

- Citizen friendly portal
 - Single platform for availing services as well as applying for beneficiary schemes
 - Integrated with centralized grievance redressal system
 - Feedback mechanism on the services availed by citizens in the portal
 - Integrated with ‘Mahiti Kanaja’ portal (<https://mahitikanaja.karnataka.gov.in/>) for proactive information dissemination.
 - SMS and Email notification to the applicant on real time basis regarding application status changes (Submission, Approved/Rejected, Make Payment, etc)
 - Seva Sindhu has integrated ChatBot for 24/7 support for citizen queries
- Government Service Reengineering : Simplification of procedures right from simplified application forms, reduction in processing levels etc.
- Comprehensive MIS with Dashboards for the decision makers

Best Practices



1. Stakeholder consultation & Planning:

Stakeholders are actively involved in the overall service development life cycle providing valuable inputs improving service design and outcomes

2. Government Process Re-engineering:

Involvement of departments have resulted in minimized process complexity, cost, service delivery time etc.

3. Universal Access to Services:

Services are easily accessible in the Seva Sindhu portal. Janasevaka , Grama One, KarnatakaOne are the other successful delivery channels

4. Seva Sindhu promotes Digital payments for a cashless system

5. Integration:

Integrating with systems like KUTUMBA, FRUITS, SATS etc. has resulted in faster data transfer and reduction in documents upload

Way forward



- 100 % saturation in digital delivery of services and beneficiary schemes
- Use of emerging technologies to further service delivery mandate
- Entitlement based delivery of services – e.g. auto disbursement of scholarships to students based on their eligibility
- Single Sign-on for seamless movement across various Government platforms
- Expansion of Assisted modes of Service delivery to all parts of the State of Karnataka
 - Janasevaka to 10 City Corporations
 - GramaOne centers in all Grama Panchayats
 - Expand KarnatakaOne to all Urban Local Bodies

Awards and Recognitions



Seva Sindhu has won prestigious Prime Minister’s Award for Excellence in Public Administration for **“Seamless End to End Delivery of Citizen Services without Human Intervention”** During the Year 2021-22

Thank You