



Editorial

AN HONEST ATTEMPT

Jammu and Kashmir State, known for its corrupt practices is on the path of e-governance with technology savvy chief minister Omar Abdullah having already set in motion conference calls for monitoring developments in all districts. Following his footsteps are district heads who are making all out efforts to computerize their working so that more transparency and promptness is adopted in their functioning. Latest in line being biometric attendance system installed in the office of Deputy Commissioner, Jammu which is now followed by single window system with application of electronic governance to slog files. The system ably developed by district unit of National Informatics Centre (NIC) has already been put in use wherein people would be required to submit their applications in the office of Deputy Commissioner at a single window. The persons intending to seek any services including Permanent Resident Certificate (PRC), gun licenses, or for that matter social certificates would then not be needed to track files on every table but will have to seek status of files from that single window itself. The move will computerize all the records and would also minimize or even wipe out corruption. The role of middle men is also likely to be eliminated with this system in place and response delays would also be eradicated. The arrangement, which beyond any qualm is an honest attempt, is intended to make officials answerable and identifying black sheep in the system. Since the software enables to upload the status centrally or individually, tracking files would become easy and even transparent. However, before this system is made fully operational and people as well as officials get acclimatized to it, the rotten system in the office of Deputy Commissioner is making many run from pillar to post. In many cases people who trek all the way from distant villages find their files missing from the office. Worst is the case with Permanent Resident Certificate (PRC) files and cases of applicants seeking gun licenses. In some cases the office sans most important records pertaining to gun manufacturers which is a serious lapse in a state infested with militancy. Until electronic governance is fully implemented in the office, files are continuing to vanish from here every second day and people are made to complete all formalities once again only to be resubmitted with concerned authorities. The red tapism and involvement of middlemen are eating into the vitals of society and have put a blot on the system in such offices. The chief minister Omar Abdullah's efforts of implementing e-governance in the state though are welcome, yet their slow progress is being termed as "justice delayed is justice denied". Most of the offices in the state that are sticking to manual system are still encouraging corruption and the ones which have been computerized never update required data or even put it for public viewing. Such practices, while would not serve actual purpose of launching e-governance they will also compound miseries of masses. In order to have more transparency and accountability such systems in place must be encouraged to the extent that file tracking systems should also be made online if government intends to eradicate corruption. Will the COALITION do it?

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<http://www.kashmirimagesjammu.com/newsdet.aspx?q=34903>

e-governance in DC office

Single window system to process applications, check nepotism

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By Tahima Qazmi

Jammu, Dec 6: In order to modernize office of Deputy Commissioner at Jammu, have more transparency in the system, minimize people's agonies and above all follow the footsteps of Information Technology (IT) savvy chief minister Omar Abdullah the government in active coordination with district unit of National Informatics Centre (NIC) has introduced a single window system in the office premises.

The system software developed by NIC is in place since past few weeks where people are depositing their applications and getting to know about the statuses online or from that single window itself. The system enables applicants to deposit their requisite applications at the designated window manned by computer literate officials after which they need not follow the same at every second table in the office of Deputy Commissioner. This single window system while will eradicate corruption it will also ensure promptness in disposing off files which otherwise used to take months and even get lost in the mound. Having received many complaints of inordinate delay, corruption, nepotism and even sleaziness such a system has been introduced by the Deputy Commissioner, Jammu Sanjeev Verma, which he believes would streamline the entire administrative machinery in the office. In an exclusive interview to Kashmir Images, Deputy Commissioner Sanjeev Verma said, "We launched this Single Window System in the office for the welfare of people. This is the second district where we have installed this kind of system to ensure promptness in disposal of cases and give people better services". He added such a system was also put in place earlier in district Kathua which is functioning successfully.

This system once would pick up with people especially those who come from far off villages would help them get rid of even the middlemen, Mr Verma asserted. We have fool proof system in Single Window System which enables applicants to get their work done at a single desk only so that they can save the time. This will make the staff not accountable but responsible also, he said. The system will also lessen the burden of staff which otherwise remain engaged with applicants for petty issues.

Giving details of the system, he said, "any applicant at any given point of time can check status of his file. In case the department finds any shortcoming in any application, the official would upload the status and the applicant can come to know about the same through that single window system. Once the applicant comes to know about requirements, he then submits the same at this single window and gets his case processed without any hindrances, Mr Verma said.

This is just the beginning and a step ahead towards the growth we are looking forward to modernize it in all aspects", he added. Single window system, he said is already in place and people are availing this service since November 30 last.

The main value intention for having a Single Window for a DC office is to increase the efficiency through cost saving for the administration and time savings for employees in the DC office in their dealings with various applicants for obtaining the relevant clearance. In a traditional pre-Single Window environment, applicants may have to contend with visits and dealings with multiple sections in the office in multiple locations in order to obtain the necessary papers and clearance of certificates like intaqaal, revenue Extract certificate or mutation etc and also help the people to access RTI applications.

Earlier, for each type of queries, an applicant had to approach different staff at different counters. In the present day, all the facilities like queries regarding clarifications of files certificates can be availed of at one counter or

window. Now this has proven as relief to the applicants and moreover this process will help the applicants to save time. Implementation of single window tracking system at DC office Jammu will cater to the all problems that the applicants used to face earlier.

It is just the beginning and the government also plans to introduce Special Single Tracking Window system for Permanent Resident Certificates (PRCs) too for which people keep complaining. Presently the DC office has installed one System and three persons are deployed there to man it for the convenience of people. These people are going to manage this system and make sure that people do not face difficulties in getting their applications processed. While talking to one of the officials managing the system, he said that previously applicants used to face many problems regarding their work and used to run from post to pillar. In the procedure of single window applicant submits application at this desk and then after completion of all the requirements we forward same to concerned officials and then keep getting updates. The statuses we receive are updated for the convenience of general masses. In case of absence of any document we put the status online so that the person can check it online through the medium of internet and get the work done as soon as possible. Consequently now from one desk they will get their work done within a specific period of time instead of roaming around.

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