



Government



E-Governance Project of Kolhapur Municipal Corporation (KMC)

This project is awarded to HCL Infosystems Ltd. on 14 May 2008

AGENDA



1. What is e-Governance?
2. Importance of e-Governance
3. KMC e-Governance Project
4. Project Benefits

What is e-Governance ?



- **e-Governance refers to the use of Information and Communication Technologies to improve the Transparency, Accountability, Efficiency & Effectiveness of Government.**
- ✓ **A thumb rule published by National Institute of Smart Governance, Hyderabad**



What is e-Governance ?



- Doing things differently, and not doing different things...
- Re-engineered process perspective
- Citizen and service centric approach, and not a department centric
- ICT Enablement
- Building the back-ends and in parallel creating suitable middleware and community access points.



Government



Importance of e-Governance

Key Objectives of National Mission Mode Project (NMMP) for Municipalities :

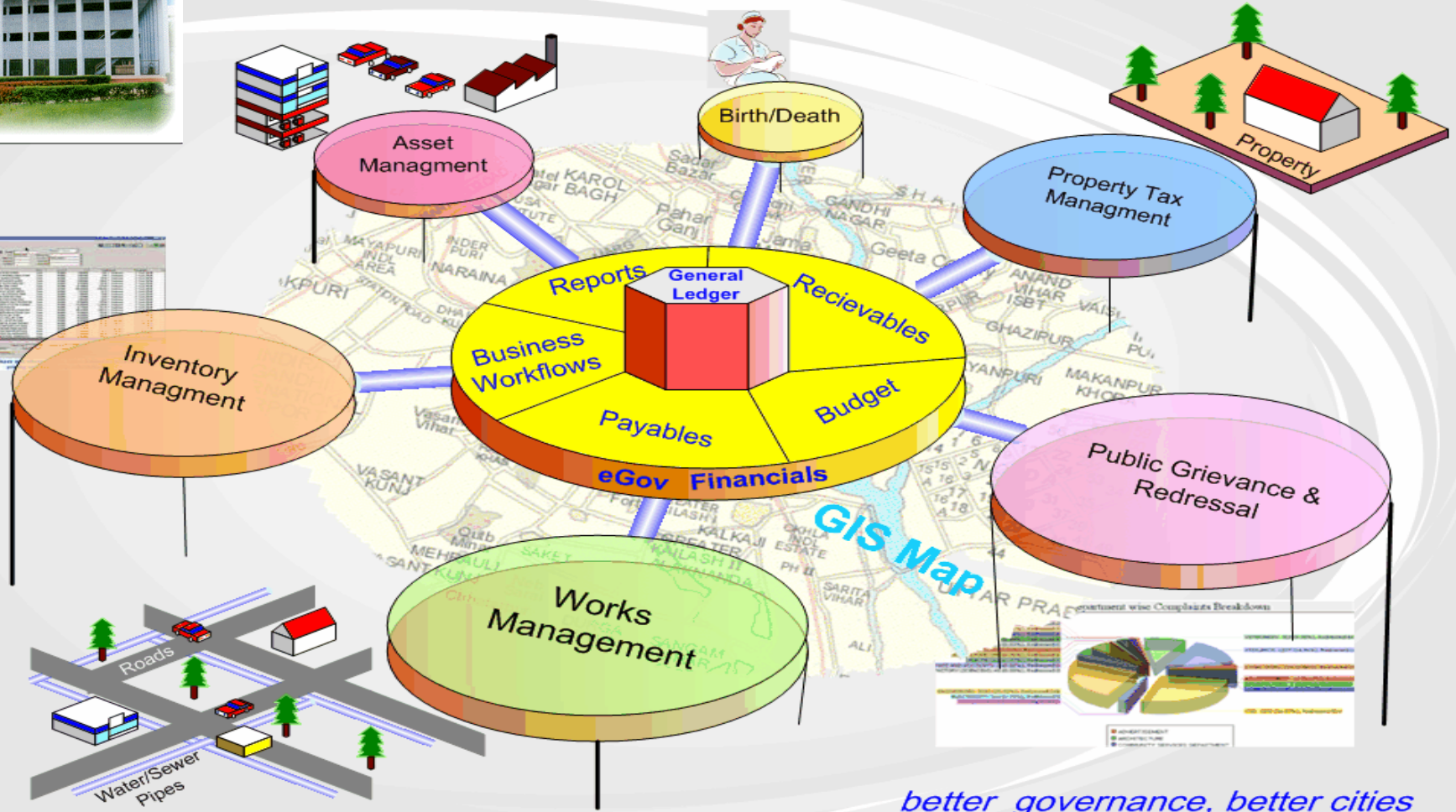
- Provide Single Window services to citizens on any time , any where basis
- Increase the efficiency and productivity of ULBs
- Develop a single and integrated view of ULB information system across all ULBs in the state
- Provide timely & reliable management information relating to municipal administration for effective decision making
- Adopt a standards-based approach to enable integration with other related applications

Municipal E-governance Product Suite



Municipal eGovernance Product Suite

Management Systems for Corporations, Municipal Councils, Nagar Palikas & Town Councils



better governance, better cities



Government



KMC e-Governance Project

Departments of KMC under e-Governance Project



1. COMPUTER SECTION
2. OCTROI DEPARTMENT
3. TAX ASSESSMENT AND RECOVERY DEPT.
4. LICENCE DEPARTMENT (MARKET AND FOOD)
5. FOOD LICENSE
6. CITY WATER SUPPLY DEPARTMENT
7. ESTATE DEPARTMENT
8. OFFICE OF PUBLIC RELATION OFFICER
9. ACCOUNTS DEPARTMENT
10. AUDIT DEPARTMENT
11. LABOUR DEPARTMENT
12. GENERAL ADMINISTRATION DEPARTMENT
13. GENERAL PROVIDENT FUND DEPARTMENT
14. HEALTH – SANITATION DEPARTMENT
15. HEALTH – STORES DEPARTMENT
16. BIRTH AND DEATH DEPARTMENT
17. TOWN PLANNING & VALUATION DEPARTMENT
18. PWD ACCOUNTS DEPARTMENT
19. ELECTRIC DEPARTMENT
20. GARDEN DEPARTMENT
21. WORKSHOP
22. PWD PROJECTS AND TRAFFIC DEPT
23. DIVISIONAL OFFICES
24. LEGAL DEPARTMENT
25. STORES DEPARTMENT
26. RECORD DEPARTMENT
27. LIBRARY DEPARTMENT
28. EDUCATION DEPARTMENT
29. FIRE BRIGADE DEPARTMENT
30. SUVARNA JAYANTI SHAHARI ROJGAR YOJANA DEPARTMENT
31. MUNICIPAL SECRETARY DEPARTMENT
32. KOLHAPUR MUNICIPAL TRANSPORT
33. HEALTH HOSPITAL
34. MARRIAGE REGISTRATION
35. LOCAL BODY TAX DEPARTMENT

Vision of KMC



To create the first fully E-Governed Municipal Corporation through the appropriate use of Information & Communications Technology for delivering efficient and effective services in a time bound manner to the citizens of Kolhapur.

In the process, internal systems & procedures will be streamlined thereby enhancing overall efficiency and transparency in the operations of Kolhapur Municipal Corporation.

Objective of E-Governance Project



- Interconnecting the entire Kolhapur Municipal Corporation.
- Transform every possible manual desktop transaction to IT enabled.
- Identify & implement various citizen services avenues & also improvement of the present citizen services.
- Formulate & Strengthen policies & procedures to ensure sustenance of the E-Governance initiatives.

Interconnecting all KMC departments



- Centralized IT Infrastructure
- Data centre at Main Building
- Creation of 24/7 real time architecture
- Hardware at various locations
- Networking of all the locations
- Integrated software solution



Government



Project Benefits

Benefits to employees from e-Governance Solution



- ❖ Greater transparency and accountability in the system to bring credibility to the intra-departmental processes
- ❖ Simplification of the HR and payroll Administration of the department
- ❖ Upgrade the current software for greater user friendliness
- ❖ Strengthen the head count in the service delivery front to avoid backlog and delivery of services in front line offices
- ❖ Capacity Building of the Key Resource Persons through extensive training on Technical lines and strengthening the institutional capacity building framework
- ❖ Performance incentives for motivation of the Project Team and the Operational Team

Benefits to Business Groups / Private Partners from e-Governance Solution



- ❖ Minimum physical interface with the department. Online mechanisms to make the procedures convenient and hassle free.
- ❖ Provision of correct, updated reliable information on the performance of Municipal Corporation
- ❖ Simplified and convenient procedures for quality service delivery mechanism and payment arrangement
- ❖ Convenient ways of grievances redressal
- ❖ Speedy adjudication of disputes and disposal of cases.