

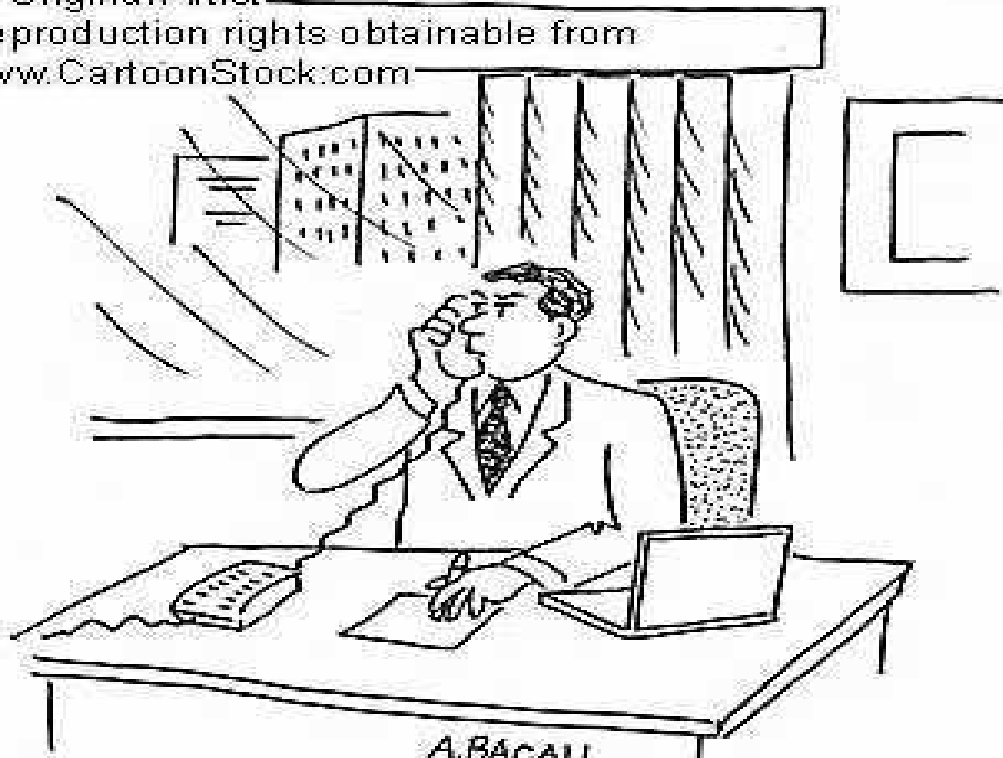
PROCESS RELATED ISSUES

Chair : Mr.Prakash Kumar



Common Service Center

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“Thank you for calling our Citizen Service Center. We are open 24 hours, to serve you, but not continuously. Please call back later.”



Standardization of format of e-forms

- One state
- One service
- One form



BPR at State & Central Level

- Signatures of applicant
 - one time registration with photo
 - Digital pen
 - Biometrics
- Processing fee
 - CSC fees
 - Dept fees
 - Processing fee



Adoption across the Country

- As is
- BPR
- To be



Delivery of Services

- CSC
- Courier
- State to choose



E-form, updation of status

- Landing point
- Many people, one computer
- Back end automation
- One time verification



Timely disposal

- SLA
- Citizens Charter
- Escalation mechanism
- Strong monitoring – Collectors role



CSC Operator's role

- Uploading the application
- Photograph?
- Fees
- GOs

SATISFIED CITIZEN !

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**“If you’re really a citizen,
Why aren’t you complaining?”**



THANK YOU !

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*MAY I THANK ONE
AND ALL FOR
GIVING ME A
PATIENT HEARING !*

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