CHECKLIST OF REFORMS
E-GOVERNANCE

DESIRED OBJECTIVES:
Note: JNNURM requires certain reforms to be undertaken by states/ cities in E-Governance, with the objective of having a transparent administration, quick service delivery, effective MIS, and general improvement in the service delivery link

1. CURRENT STATUS
   a. Please provide a list of services covered by E-Governance applications

Type of Service	ULBs/ Parastatals involved	Remarks
Registration of Births and Deaths	**SMC**	Integrated with all hospitals. Available at any civic center.
Public Grievance Redressal	**SMC**	Citizen can register their complains at civic centers as 55 ward offices or through website
Property Tax Management, including records mgmt	**SMC**	On line bill inquiry.
Municipal Accounting System	**SMC**	Budget available on website.
Works Management System	**SMC**	MIS
E--procurement	**SMC**	Tender notices online
Personnel Management, i.e. personal information system	**SMC**	Computerised Pay roll and Tax management Also initiated Bio-metric attendance system
Payment of Property Tax, Utility Bills and Management of Utilities that come under the ULBs.	**SMC**	Payment of property tax at any 14 civic centers.
Building plan approval	**SMC**	Proposed to start by 1st June 2006
Others	**See list below**	60 Application software are in use

Others Services using e-Governance Application

SMC has taken various initiatives and became one of the leading Urban Local Self Governments in the area of e-Governance.

- Computerization has been started from 1979.

- Surat Municipal Corporation has stated 14 civic centers spread across entire city area and offering following services :

  - Shops & Establishment Registration, issuance of certificates

  - Booking of Auditoria, Halls & Open Plots

  - Revenue collection of tenements, EWS houses & shopping complexes

  - Part Plan of Maps of Town Planning Schemes

  - Submission of all type of applications

  - Distribution of all type of forms/publications of SMC

- More than 60 systems have been implemented. Crucial operations are fully computerized. Following are some of them :

  - Budget, Payroll, Pension roll, etc.

  - Materials Management

  - Shops & Establishment

  - Audit

- SMC has its own website www.suratmunicipal.org., www.suratmunicipal.gov.in, www.smc.gov.in. The site is having more than 1200 pages and is awarded certificate of Merit by NIUA and FIRE (D) for the most comprehensive website in the country. Services offered through website:

  - View Tender Notices

  - Employment News of SMC

  - Download of various forms, news magazine etc.

  - Online Budget

  - View Press Releases

  - DocNet for Medical Professionals

  - Councillor's Grant Summary

  - Detailed Information about various departments

  - Finance at Glance

- e-Magazine (Weekly)

■ INTRANET & EXTRANET Website is accessible to all nodes connected via LAN & WAN, provides useful information
  - Around 250 employees provided email accounts
  - All zones and Civic Centers are connected to HQ
  - 55 ward offices are connected to concerned zone offices.

System developed and under development

Sr.	Services using E-governance application / System Name	Details / Status
1	Pay-Roll & Leave Accounting	Completed
2	P.F. Accounting	Completed
3	Pension – Roll	Completed
4	Investment Accounting System	Completed
5	Credit Society Accounting System	Completed
6	On-line Property Tax System	Completed
7	Water-Meter System	Completed
8	Vehicle - Tax System	Completed
9	Material Management System	Completed
10	Birth & Death Register System	Completed
11	General Advance Accounting	Completed
12	Octroi Remittances & Budget Monitoring System	Completed
13	Tender Processing & Management System	Completed
14	Deposits Saving Accounting	Completed
15	Group Saving Linked Insurance Scheme	Completed
16	Income Tax [TDS], Sales tax Calculation (Employees/Suppliers / Contractors/ Professionals).	Completed
17	Municipal Financial Accounting	Completed
18	Budgeting & Budgetary Control	Completed
19	Loan & Investment Accounting	Completed

20	Budget Projection (Funds Flow Management)	Completed
21	Revenue Analysis	Completed
22	Public Health Engg. MIS	Completed
23	Resolution Information Sys.	Completed
24	Library Management System.	Completed
25	Vehicle Octroi System (RTO Reg. Sys., Invoice Entry, Dealer Information)	Completed
26	Shops & Est. Registration System	Completed
27	Filaria - Management System	Completed
28	Project Management System	Completed
29	Land & Estate Rental System	Completed
30	Service Book Maintenance System	Completed
31	Personnel Information System	Completed
32	Leave Accounting System	Completed
33	Budget System (Bilingual)	Completed
34	Questionnaire for CDPS Cell	Completed
35	Solid Waste Management	Completed
36	Octroi Checkers for Audit Dept.	Completed
37	Disease Statistics / Reports for Hospitals	Completed
38	Corporator Accounting System	Completed
39	Payroll & Pension Fixation of Pensioners before 1-1-1986	Completed
40	House Building Loans	Completed
41	Hospital Management System	Completed
42	Hardware & Software Complaint Management System	Completed
43	Fire Call Management System	Completed
44	Loan & Investment Accounting (Revised)	Completed
45	Complaint Management System	Completed
46	TDO System	Completed
47	BPL Survey	Completed
48	Aangan Wadi Payroll	Completed

49	Schedule of Rates	Completed
50	Zone Receipt System	Completed
51	Fixed Asset Management System	Completed
52	Ravangi Checker	Completed
53	Audit administrator System	Completed
54	Document Management	Completed
55	Exam paper generation System	Completed
56	Efficiency Management System	Completed
57	Tender Collection System	Completed
58	Theater Management System	Completed
59	E-Payment	Completed
60	Secretary Resolution System	Completed
61	Energy Efficiency System	In Progress
62	Law Cases Management System	In Progress

2. <u>TIMELINE FOR ACTION ON REFORMS</u>

a. Appointment of State-level Technology Consultant as State Technology Advisor

Year1	Year2	Year3	Year4	Year5	Year6	Year7
☐	■	☐	☐	☐	☐	☐

b. Preparation of Municipal E-Governance Design Document (MEDD) on the basis of National Design Document as per NMMP

Year1	Year2	Year3	Year4	Year5	Year6	Year7
☐	■	☐	☐	☐	☐	☐

> SMC has a comprehensive IT policy since 1999

c. Assessment of MEDD against National E-Governance Standards (e.g. Scalability, intra-operability & security standards etc.)

Year1	Year2	Year3	Year4	Year5	Year6	Year7
☐	☐	■	☐	☐	☐	☐

d. Agreement on Municipal E-Governance Action Agenda

Year1	Year2	Year3	Year4	Year5	Year6	Year7
☐	☐	■	☐	☐	☐	☐

e. BPR for migration to e-governance

Year1	Year2	Year3	Year4	Year5	Year6	Year7
☐	■	☐	☐	☐	☐	☐

f. Appointment of Software consultant(s)

Year1	Year2	Year3	Year4	Year5	Year6	Year7
☐	■	☐	☐	☐	☐	☐

g. Exploring PPP option for different E-Governance services

Year1	Year2	Year3	Year4	Year5	Year6	Year7
☐	☐	☐	■	☐	☐	☐

h. Defining monitorable time-table for implementation of each E-governance

initiative that is being taken up

Year1	Year2	Year3	Year4	Year5	Year6	Year7
☐	■	☐	☐	☐	☐	☐

i. Ongoing implementation of E-governance initiatives, against monitorable time-table

Year1	Year2	Year3	Year4	Year5	Year6	Year7
■	■	■	☐	☐	☐	☐

j. Any other reform steps being undertaken (please use additional space to specify)

Year1	Year2	Year3	Year4	Year5	Year6	Year7
☐	■	■	■	☐	☐	☐

- Online payment of taxes through SMC web site.
- 14 civic centers, collection of taxes and utility bills of other agencies through "e-sewa kendras" and vice versa.
- Payment of Tax through direct debit (Bank A/c) or by Debit / Credit Card or via SMC's web site.
- Complete Property Tax system is being brought under GIS Platform.
- E governance at octroi collections and Municipal hospitals.