



Integrated Service Delivery Model

Mee Seva

[\(<http://www.meeseva.gov.in>\)](http://www.meeseva.gov.in)

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Outline of Presentation

- Need for Mee Seva
- Salient features
- Service Delivery Flow
- Solution Architecture
- Progress of Mee Seva
- Expansion Plans
- Requirements for Replication by other States

Need for change in system

As-is process –

- Citizen approaches Government offices for delivery of services
- Government records lying in paper form need physical verification
- Multiple visits may be required
- Lack of transparency and monitoring.
- May lead to undesirable practices, touts, agents etc.

Process change Options available

1. Continue existing system with necessary checks and measures
2. Improving system with partial use of IT – Collect at kiosk, send electronically to authorized official, who in turn sends by post.
3. State of the Art system – digitally signed records, delivery through kiosk, online monitoring, online verification

Integrated Service Delivery Model – Mee Seva

What is Mee Seva?

- *Mee Seva*, literally means, 'At your service'
- A single-entry portal for the entire range of services.
- Seamless & Paperless to the extent possible.
- Central pooling of all records, digitally signing, storing them in the database and rendering them using a web-service.
- All the documents rendered are electronically verifiable.
- Privacy and security of the system.
- Multiple delivery channels - CSCs
- **Bursting the myth & tyranny of ink signatures.....**
- **Creating a 'wave'**

Salient features of Mee Seva

- AP IT (Electronic Service delivery Rules), 2011
- Categorization of G2C services
- Web Based Land Records Management System
- Digitally signed certificates
- Secured Stationery
- Seamless transfer of transaction charges
- Real time Monitoring of transactions
- SMS alerts to citizen
- SECR – Certificate Verification

Salient features Continued

- Mee Seva Payment Gateway
- Discussion forums, Suggestion Forums, PMU –Help desk
- 1100 call center – Tool free
- MRTS – Mee Seva Request Tracking System
- 2300 officers and 2000 Kiosks are using Digital Signatures

AP IT (Electronic Service Delivery Rules), 2011

- The Certificates/Documents digitally signed by the authorized signatories
 - in consonance with the Information Technology (Amendment) Act, 2008 and Andhra Pradesh Information Technology (Electronic Service Delivery Rules) 2011.
 - Printed on secured stationary
- Service Categorization
 - **Category A** : Across the counter
 - **Category B** : Requiring back end operations

Categorization of Services



Category A

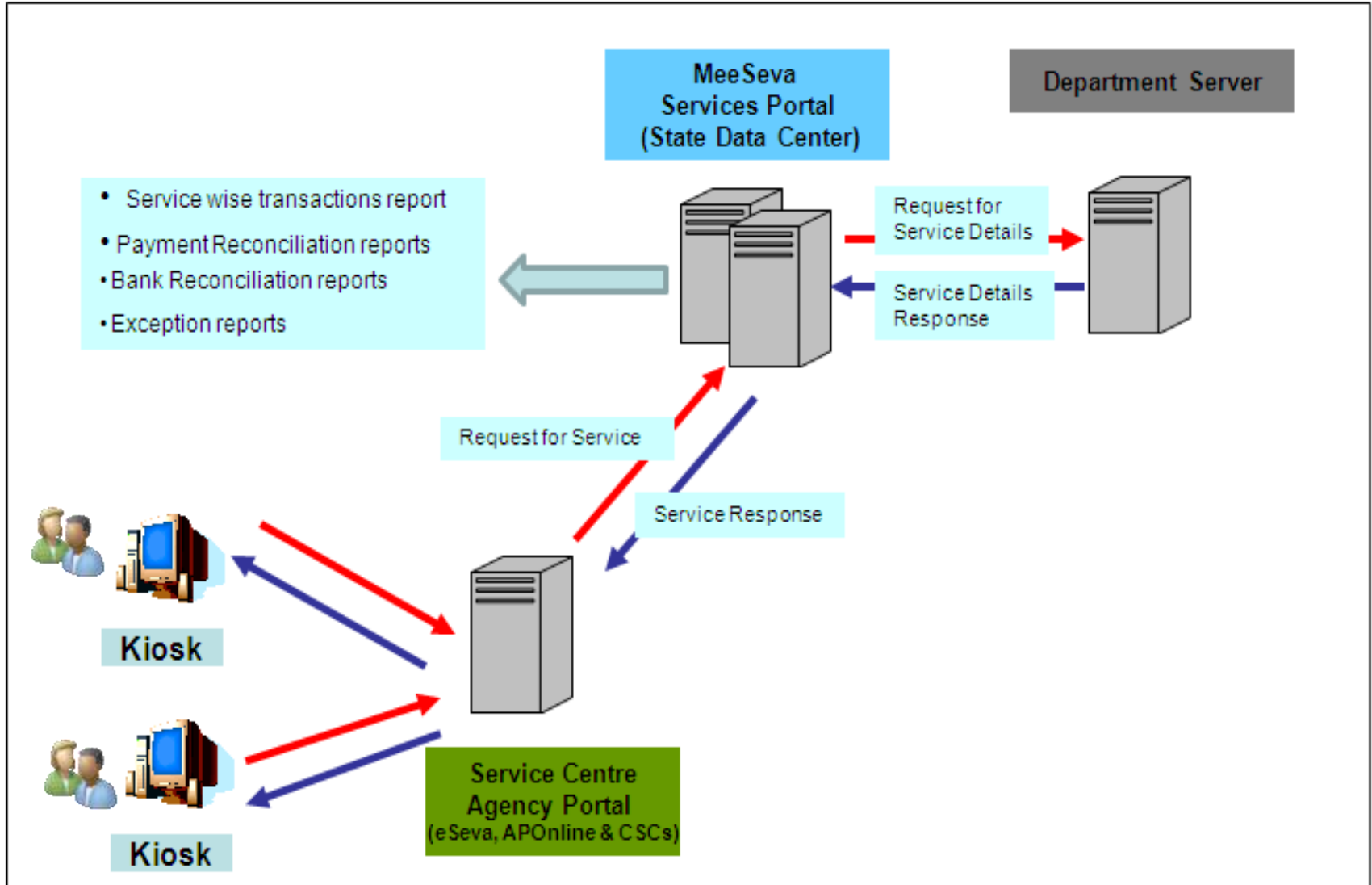
- These are the services that can be given across the counter from the e-Seva or the Kiosk operator. **Ex. Adangal, CC**
- Essential prerequisites
 - Availability of Digital Database
 - Cleanliness of the Database
 - Dynamism of the Database
- No Supporting Documents required to be given at the Kiosk.

Category B

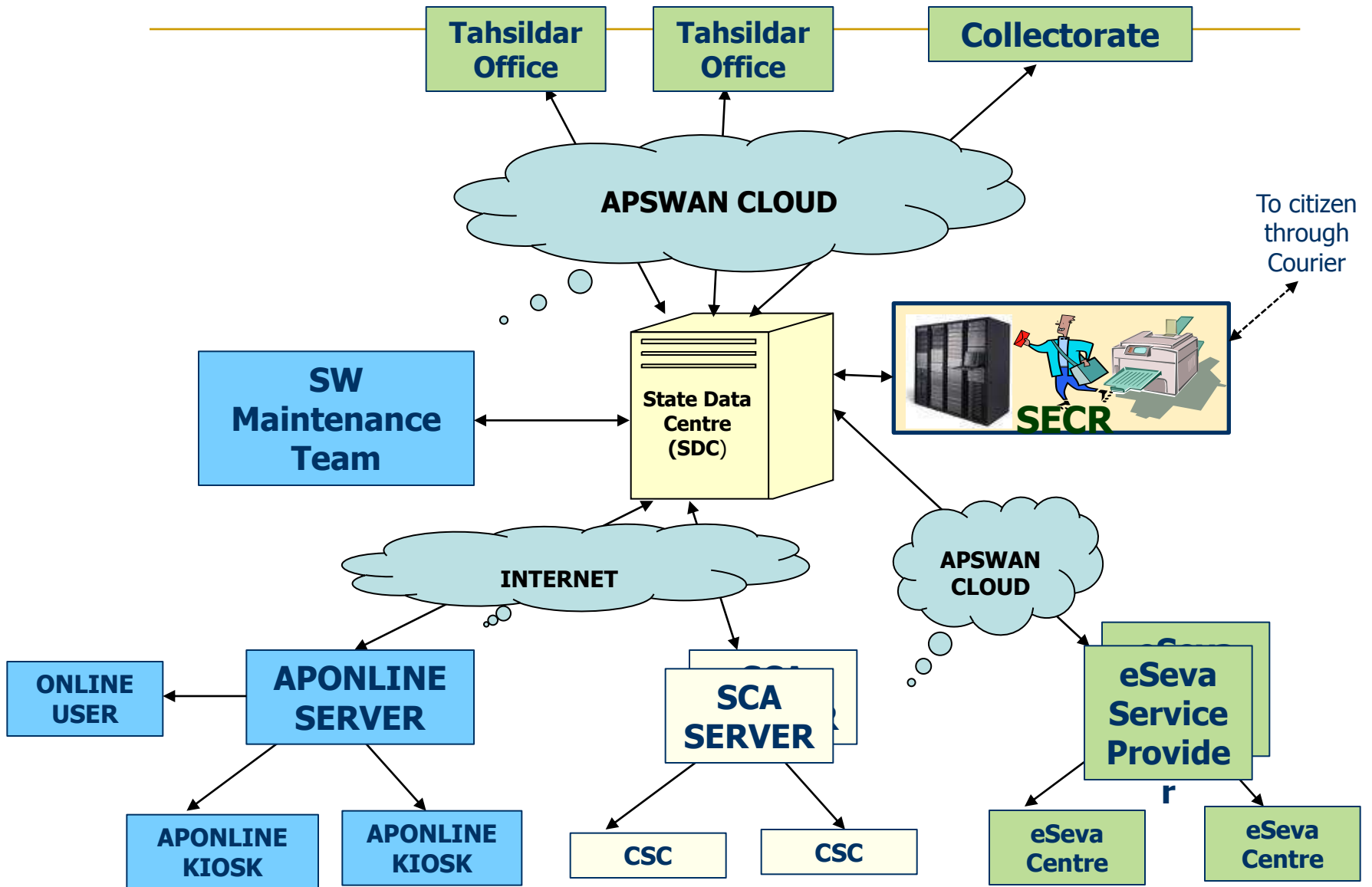
- No electronic database available/Not signed.
- Paper records may be available
 - Need to scan, archive and digitally sign. Require a field inspection/ discreet or detailed enquiry to confirm and corroborate the available information.
- B1 – Can be moved to Cat –A from second and subsequent requests
- B2- Can't be moved as field verification and back end process is required every time. – Ex. Mutation requestst.



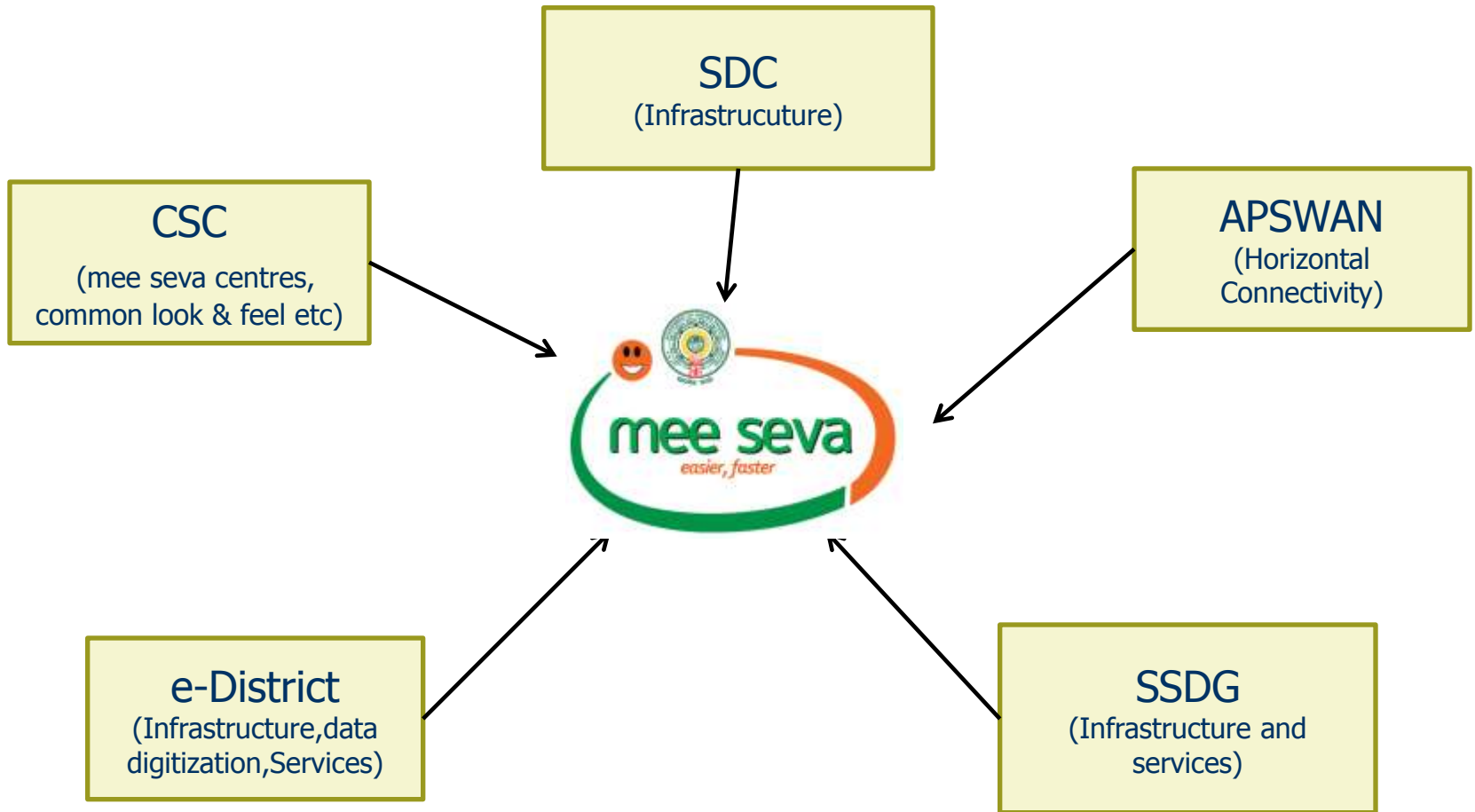
Mee Seva Service Delivery



Solution Architecture



Mee Seva at the heart of the NeGPs



Services rendered

Department	No. of services rendered		Total
	Cat. A	Cat. B	
Revenue Department	8	25	33
Registration Department	1	1	2
GHMC Services	2	5	7
SSLR	2	1	3
Total	13	32	45

* 48 additional services are proposed under SSDG Project

Sustainability - Sharing pattern of User charges



Charges in Rs.

SI. No.	Category	Type of Service	Kiosks+ SCA	Stationery	Infra	Department	Total user charges with Service Tax	Remarks
1	A	Certified copies delivered at kiosk	13.75	1.25	3	7	25	
2	B	Application data entry + Scanning the Docs + Certificate delivery manual / post	21.75	1.25	5	7	35	For Printing of more than 1 page / copy an amount of Rs. 2/- per page will be charged.

Note: Additional charge shall be charged for delivery of certified copies to the citizen at door step through India Post.

Comparison of Mee Seva with the old process

SN	Parameter	As-is manual process	Mee Seva process
1.	Citizen satisfaction level on service	Poor	Very Good
2	Time taken for delivery of services categorized for instant service	3-15 days	15 minutes across the counter
	Time taken for delivery of services involving Departmental work-flow	10 – 60 days	As per the proposed citizen charter timelines
3	Service availability	Only at the issuing authority office	6000+ Mee Seva Counters
4	Citizen time and money spent in availing service.	Adangal - Rs.300 to Rs.1000 (including multiple visits, brokerage etc.)	Rs.20/- within 15 minutes
		Certified copy of Registration – Rs. 500 to Rs.1000	Rs.20/- within 15 minutes
		RoR 1B - Rs. 500 to Rs.1000	Rs.20/- within 15 minutes
		Birth certificate Rs. Rs. 500 to Rs.1000	Rs.20/- within 15 minutes

Comparison of Mee Seva with the old process

SN	Parameter	As-is manual process	Mee Seva process
5	Processing time of issuing authority – services categorized for instant service	3 to 15 days	NIL
	Processing time of issuing authority – services involving Departmental work-flow	10 to 60 days	A per citizen charter (3 to 45 days depending on the departmental verification and approval process)
6	Transparency in information	Nil or negligible	Citizens can verify the status of their data application/request on Mee Seva portal and at service delivery center.
7	Contribution to reduction of traffic congestion and pollution	As the citizen was travelling to different offices for different services, he/she contributes for traffic congestion and pollution	As travel to different offices is avoided- contributes to reduction in traffic congestion and pollution, and saving in man-hours.
8	Procedure in availing service	Highly insulated, higher documentation and some time needs advise of third party	Simple: Very minimum info is required from citizen to avail service

Home Page of Mee Seva

The screenshot displays the Mee Seva website interface. At the top, the Government of Andhra Pradesh logo and name are on the left, and the Mee Seva logo with the tagline "Integrated Service Delivery Gateway" is on the right. A navigation bar below contains links for Home, About MeeSeva, Government Forms, Government Orders, MeeSeva Centers, Transactional Service, and Download. A large central banner features the Mee Seva logo, the slogan "DRIVING PROGRESS THROUGH TECHNOLOGY", and a portrait of a man with the text "BRIGHTER, BETTER FUTURE". Below the banner is a secondary navigation bar with links for Right To Information Act, Authorized Service Provider, Media Releases, Discussion Forums, More Links, and Suggestions. The main content area is divided into several sections: "DEPARTMENT LOGIN" with fields for Username and Password; "Check MeeSeva Certificate (Application Number)" and "Know Your Application Status (Transaction ID)" with search boxes and "GO" buttons; "PAY ONLINE" with a list of services including Water Bill, Electricity Bill, Property Tax, Telephone Bill, RTA Life Tax, Airtel Landline Bill, Learner's license Fee, and Beam Telecom Bills; and a "CHIEF MINISTER COLUMN" featuring a photo of Sri N Kiran Kumar Reddy, Hon'ble Chief Minister, and links to his website, E-pass, CH Relief Fund, and Profile of Chief Minister. A "QUICK LINKS" section on the left includes Citizen Charter and Apswan Daily Report. The browser's address bar shows the URL http://www.meeSeva.gov.in/AP9DCDeptPortal/1, and the system tray at the bottom indicates the time as 5:56 AM on 11/5/2012.

Public Verification of certificates on Mee Seva

ఆంధ్ర ప్రదేశ్ ప్రభుత్వము, రెవెన్యూశాఖ, భూమి రికార్డుల కంప్యూటరీకరణ

పట్టాదారుని అడంగలు / పహాళి కాపీ

Application No:

 ADL06196532

Date : 08/06/2012

శిక్షా : ఖమ్మం
 మండలము : ఖమ్మం రూరల్

గ్రామము : మువ్వగూడెం
 విస్తీర్ణము యూనిట్లు : ఎ.గం./ఎ.పెం.

వరుస నం.	సర్వే నంబరు	మొత్తం విస్తీర్ణము	సా.ప.రాని/ సా.ప.వచ్చు విస్తీర్ణము	భూమి స్వభావము / శిస్తు	భూమి వివరణ / జలా ధారము	ఆయకట్టు విస్తీర్ణము	ఖాతా నంబరు	పట్టాదారు పేరు (తండ్రి/భర్త పేరు)	అనుభవదారు పేరు (తండ్రి/భర్త పేరు)	అనుభవ విస్తీర్ణము / అనుభవ స్వభావము
1	2	3	4/5	6/7	8/9	10	11	12	13	14/15
1	61ఆ	0.27	0.02 0.25	పట్టా	మాగాళి చెరువు	0.00	349	మేడేద విజయరామిరెడ్డి వీరాచెడ్డి	మేడేద విజయరామిరెడ్డి వీరాచెడ్డి	0.27 పట్టాదారు

Certified By



Name: L Kishore Kumar
 Designation: TAHSILDAR
 Mandal: ఖమ్మం రూరల్

Verified by LAKKINENI KISHORE KUMAR

Note: This is a Digitally Signed Certificate, does not require physical signature. And this certificate can be verified at <http://www.meeseva.gov.in/> by furnishing the application number mentioned in the certificate.

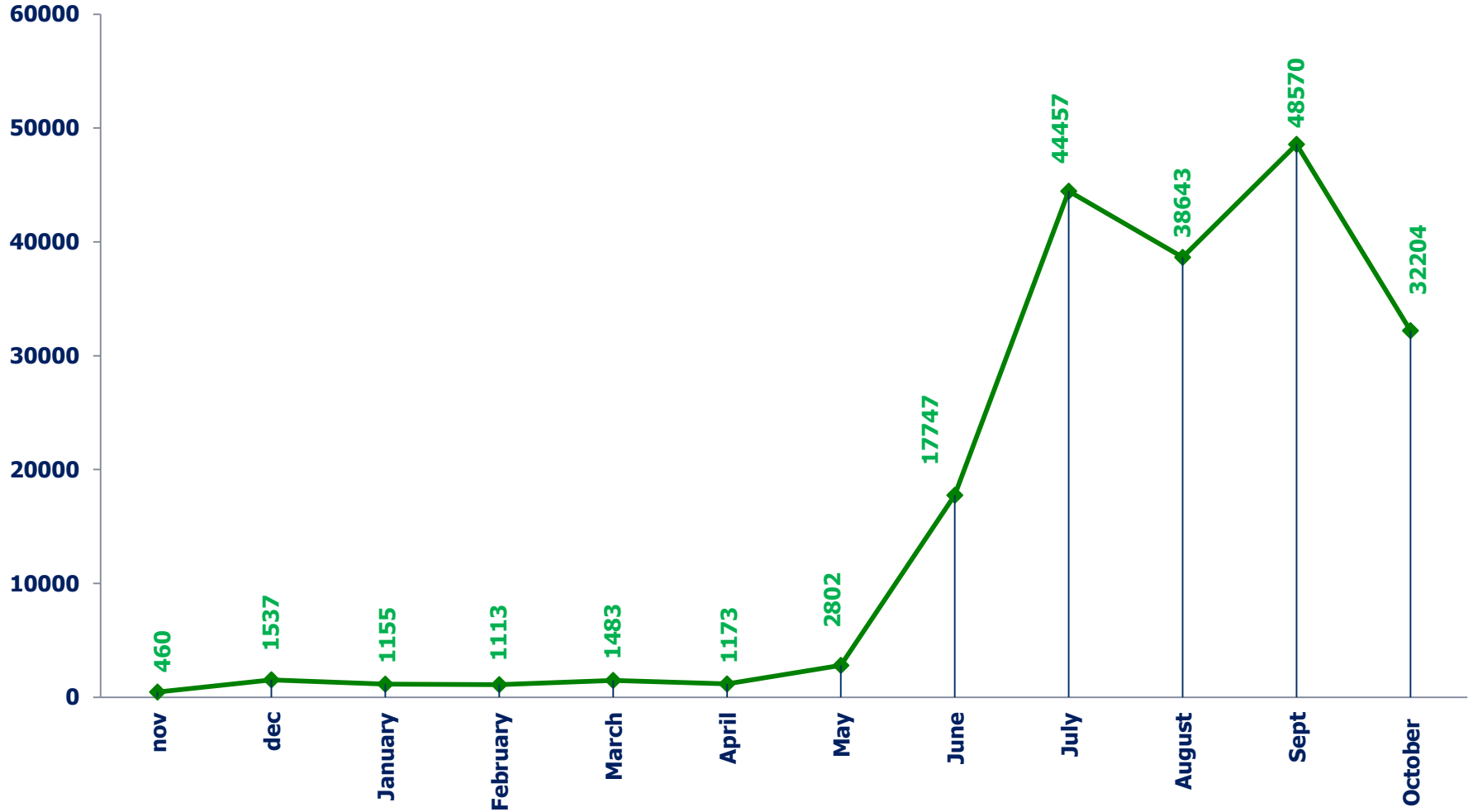
Progress of Mee Seva

- Crossed **6 Million** transactions on 01th October 2012
- Total Transactions – **62,61,045**(as on 4TH Nov 2012)
- Category A - **21,38,648** (34%)
- Category – B – **41,22,397**(66%)
 - Approved Transactions – **36,76,454** (89.18%)
 - Pending within SLA – **1,78,568** (4.33 %)
 - Pending beyond SLA – **28,656** (0.69%)
 - Rejected requests - **2,38,719** (5.79%)

Progress of Mee Seva

- Presently No. of services – 45
- Present Transactions per day – 60,000
- Projected no. of Services – 100
(by 31 December 2012)
- Projected No. of Transactions – 1Lakh per day / 3 Cr.
Per annum
- Projected savings to citizen – **Rs. 3000 Crore** Per
annum

Average Daily Transactions.



Department wise Transactions.

SI. NO.	Department	Total Transactions	Pending within SLA	Pending beyond SLA
1	Revenue	59,14,719	1,71,871	15,320
2	Registration	2,54,394	630	10,803
3	GHMC	48,092	373	166
4	Others	54,011	5,813	2,363
	Grand Total	62,61,216	1,78,687	28,653

Service wise Transactions

Total Transactions – – **62,61,045** (as on 4TH Nov 2012)

- Adangal – 30.39 %
- Income, Residence and Integrated Certificate –55.51 %
- Certified Copies of Registration Document -- 0.41 %
- Encumbrance Certificate – 3.61 %
- Others -- 10.08 %

District-wise no. of Mee Seva Counters – 28.10.2012

SI. No.	District	eSeva Counters	CSCs	APOnline	Bhoomi Counters	Total
1	Hyderabad	104	1	189		294
2	East Godavari	46	182	156		384
3	Guntur	23	128	85		236
4	Krishna	48	107	102		257
5	Warangal	19	108	89	103	319
6	Prakasam	08	122	64		194
7	Karimnagar	23	120	74		217
8	Vishakapatnam	46	115	97		258
9	West Godavari	25	85	147		257
10	Adilabad	07	106	25		138
11	Kurnool	15	109	56		180
12	Rangareddy	86	00	302		388
13	Srikakulam	15	105	53		173
14	Nizamabad	08	177	24		209
15	SPSR Nellore	07	00	103	48	158
16	Chittoor	17	00	137		154
17	Ananthapur	17	00	100	63	180
18	Khammam	14	115	48		177
19	Vizianagaram	13	120	10		143
20	Nalgonda	29	00	126	59	214
21	Mahbubnagar	22	00	126		148
22	Medak	11	00	122		133
23	YSR Kadapa	13	00	108		121
	Total	616	1700	2343	273	4932

Revenue Department Services

Sl. No.	NAME OF SERVICE	CATEGORY
1	Extract of Adangal / Pahani	A
2	Extract of ROR 1B	A
3	Copy of FMB	A
4	Income Certificate	B1
5	Residence Certificate	B1
6	Integrated Certificate (Caste-Nativity-Date of Birth)	B1
7	F-Line Petitions	B2
8	Sub-divisions of lands	B2
9	Mutation of entries in revenue Records	B2
10	No Earning Member Certificate	B1
11	Family Member Certificate (Social security schemes & govt. employees / pensioners)	B1
12	OBC certificate	A
13	EBC certificate	B1
14	Agricultural Income Certificate	B1
15	Copy of village Map	Contd.

Revenue Department Services



SI. No.	NAME OF SERVICE	CATEGORY
16	Money Lending License	B2
17	National Family Benefit Scheme Application	B2
18	No Objection certificate	B2
19	Apathbandhu Application	B2
20	Pawn Broker License	B2
21	School Registration	B2
22	Allopathic Medical care Hospital registration	B2
23	Duplicate Copy of Certificate-Income	A
24	Duplicate Copy of Certificate-Integrated	A
25	Duplicate Copy of Certificate-Residence	A
26	ISES-INCOME CERTIFICATE	A
27	ISES-RESIDENCE CERTIFICATE	A
28	ISES-INTEGRATED CERTIFICATE	A
29	Adangal/Pahani Corrections	B
30	FAIR PRICE SHOP RENEWAL	B
31	LAND CONVERSION	B
32	LATE REGISTRATION OF BIRTH	B

Registration Department

SI. No.	TYPE OF SERVICE	CATEGORY
1	Issue of Encumbrance Certificate	B2
2	Certified copy of Registration Document	A

GHMC Services

SI. No.	TYPE OF SERVICE	CATEGORY
1	Birth Certificate	A / B1
2	Death Certificate	A / B1
3	Birth Certificate Corrections	B2
4	Death Certificate Corrections	B2
5	Child Name inclusion	B2
6	Non Availability Certificate - Birth	B2
7	Non Availability Certificate - Death	◀

Action Plan for adding new services



- **Departmental Readiness**
- **Application and Service Development**

Departmental readiness – For new services

- Identify Sr. Officers as Nodal Officers
- Identify more services
- Digitization of existing data for Category A service
- Procurement of Digital Signature and signing
- Data verification and Porting to SDC
- Training
- Development of Internal Applications

Application Development – For new services



- Work flow application for approving and digitally signing the Mee Seva request.
- Scanning uploading the Signature (with Blue / Black ink pen) (for digital signing of approved category – B requests).
- Web services for Mee Seva portal to interact with the departmental database.
- Incorporation of statutory charges if any.
- Fix the SLA and user charges for delivering the identified services.

Replicability of Mee Seva

- Replicability at State level - Both vertical and lateral expansion
- Replicability at country level – Rapid Roll-out Scheme of DeITy
- Future modifications/enhancements – Online model, Mobile version

Conclusion

- Mee Seva....a true convergence of all the NeGP initiatives in rendering G2C services in a transparent, fast and secure way.
- Revamping of many moribund processes and approaches.
- A precursor to the Right to Services Act.
- A model like Mee Seva for the whole country offers the most advanced, state of art, simple and cost-effective solution to meet the aspirations of the teeming millions in the country.

"Be the **change** that you wish to see in the world."...

Mahatma Gandhi



THANK YOU