

# Jan Setu: Service through Technology

## Words of Inspiration for Jan Setu and its service systems:

*"Really revolutionary! Can play a major role in minimizing corruption."*

- Shri Sushilkumar Modi, Hon. Dy. Chief Minister, Bihar

*"...can be a model for other states. Keep it up!"*

- Dr. Nirmal Mandal, National Institute of Smart Governance

*"Impressed by the systems being adopted for redressal of public grievances."*

- K. B. Magotra, Addnl. Secretary (I.T.), Jammu & Kashmir

*"A good noble model to be adopted by other states for the prosperity of India."*

- A. Kharshi-ing, Addnl. Principal Chief Conservator of Forests, Manipur

*"A wonderful concept and technological miracle."*

- Ketan Suthar, Officer, Finance Department, Gujarat

*"The transparency in operation was a treat to observe, and it reinforces confidence in the system."*

- Keshav Kumar, Inspector General of Police, Gujarat

*"Very enlightening to see such an efficient service being provided by the government."*

- Prof. Kavita Ranganathan, I.I.M. Ahmedabad

*"Very impressive example of citizen services enabled by technology."*

- Joan McCalla, Cisco Systems, Toronto, Canada

## Accolades:

- Selection of Ahmedabad and Gandhinagar centers among the model six e-Districts of India by consultants to the Govt. of India, from Intel, Wipro, 3i Infotech, PriceWaterhouseCoopers, TCIL
- Stockholm Challenge award for public administration to Gandhinagar Jan Seva Kendra
- State-level nomination of Gandhinagar center for the Prime Minister's Award
- DataQuest e-Governance Champion Award for the Gandhinagar center
- Microsoft SQL Server case study on the Porbandar implementation of Jan Setu

## Peach Computers

Peach Computers is driven by its mission to establish efficient, systems-driven operations in institutions & industries. Since 1987, Peach has been offering innovative products & solutions through state-of-the-art technology knowhow in software, electronics, and embedded systems. The company management combines youthful energy, experience, and global exposure, with the strong values and personal credentials of its founders. Jan Setu is a key Peach offering, under continuous evolution, since 2006, through a strong, dedicated team.



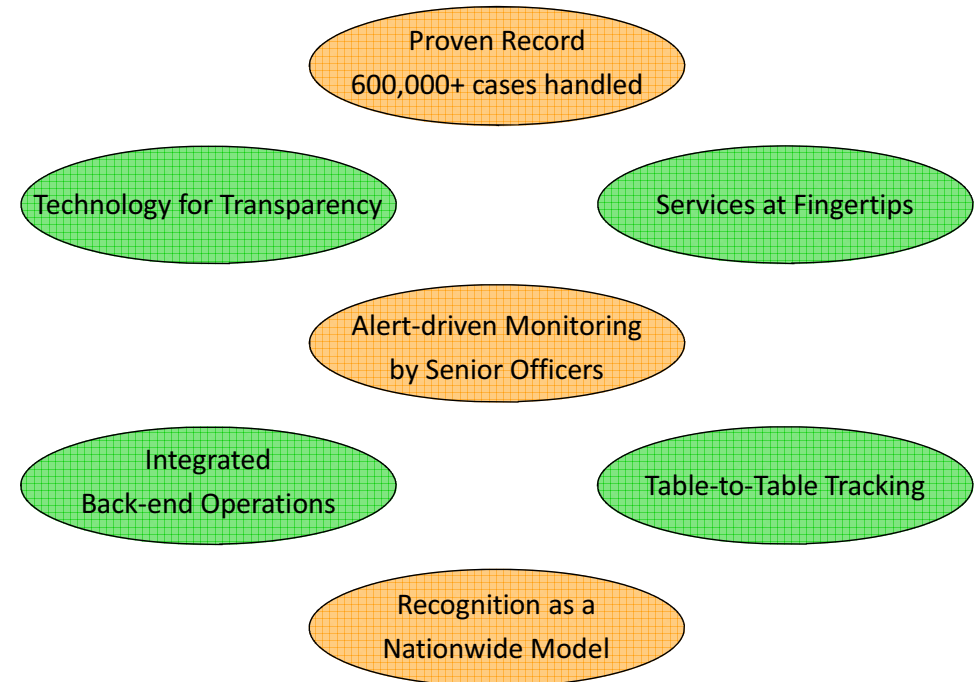
Contact us at: Peach Computers, A/44, GIDC Electronics Estate, Gandhinagar, Gujarat 382016

Phone: (079) 23287424 • Fax: (079) 23287426 • Email: sales@peachcomp.com

Visit us online at [www.jansetu.com](http://www.jansetu.com) or [www.peachcomp.com](http://www.peachcomp.com)

# Jan Setu

## Comprehensive e-Governance at the District-level



Welcome to the world of Jan Setu,  
the award-winning, time-proven, seamlessly integrated solution to  
district-level e-Governance.



# Jan Setu: In Operation

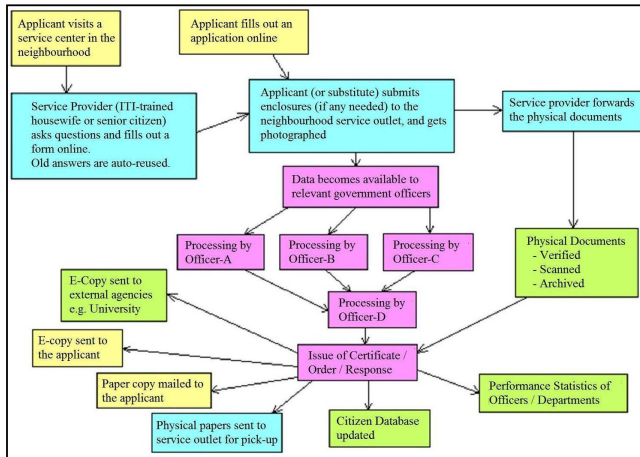
## Service Spectrum

- Operational at levels of Collectorate & Mamlatdar Offices.
- Flexible interface allows operations even at levels of District Panchayats, Villages, and Municipalities.
- Areas served: Ahmedabad, Gandhinagar, Vadodara, Surat, Bharuch, Narmada, Sabarkantha, Porbandar, Amreli in Gujarat

## Proven Versatility

- Services Catered: Certificates, Affidavits, Land-related cases, Revenue payments, Licenses, RTI, 200+ types of applications.
- Flexibility to add new applications, certificates, affidavits, enclosures, etc. easily without needing software modification.
- Integrated handling of Registry of incoming/outgoing mail.

## Work Flow Model

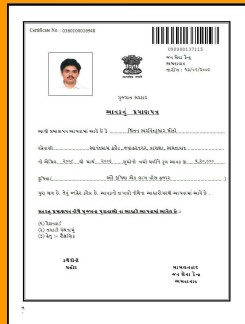


## Technology Tapped

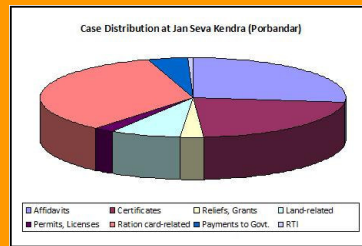
- GSM-based SMS for alerts & daily reports to officers, and notifications upon completion to citizens.
- Interactive Voice Response System (IVRS) for applicants to track status of their applications.
- Barcode and Smart Embedded Devices to track the progress of applications as they are processed from table to table.
- Fingerprint biometrics to identify pre-registered citizens to re-use previously-submitted documents and entered data.
- Computerized Token System to minimize wait time.
- Website for place-independent service delivery and tracking.



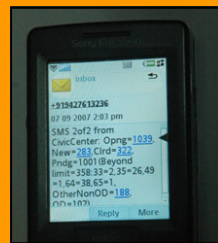
Jan Setu in operation at Jan Seva Kendra, Gandhinagar District



Certificate generated using Jan Setu



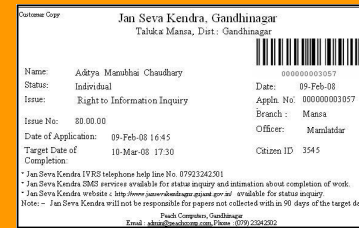
Variety of Cases processed by Jan Setu



Daily Report sent to senior officers by SMS



Fingerprint-based identification of Citizen



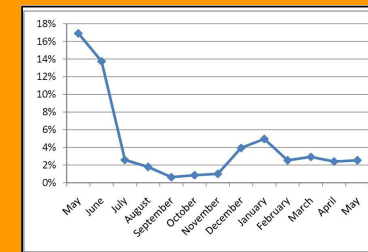
Barcode-affixed acknowledgement



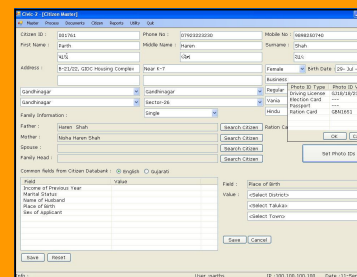
Village Camp: Reaching out to remote areas



"Track-Smart" Device for Barcode Tracking



Impact of Jan Setu: Lapse Reduction at Ahmedabad



Comprehensive Citizen Database for use across multiple departments

# Jan Setu: The Model

## Front-End: Transparency & Convenience

- Single point of data entry, maximum re-use of entered data.
- High Flexibility to add new services, develop new formats of certificates dynamically, configure work flows.
- Periodic and issue-based alerts to senior officers, on lapses, work summary, etc., using SMS and email.
- Web-enabled systems for service delivery to remote areas using mobile vans.
- "Citizen ID" to re-use previously-submitted documents & data for automated form fill-up, to increase speed & convenience.
- Instant application tracking using SMS, IVRS, Website.
- Barcode-affixed certificates for direct verification by recipients.
- Feedback-driven continuous improvements over past 3 years.

## Back-End: Efficiency & Traceability

- Officer Login to monitor pending work and time-critical cases.
- SMS Alerts to officers for pending and overdue applications within their department.
- "Trackers" - smart devices placed on each desk to track the movement of applications within a department, to reduce hold time per table.
- Daily reports to senior officers summarizing work done and overall punctuality and lapse status.
- Graphical statistics and several reports to monitor health of service delivery of the organization.

## Vision: The Road Ahead

- Distributed Service Delivery Centers spread across villages and city localities, to bring services to doorsteps.
- Synergy among districts to provide seamless services, with standardized systems and procedures.
- Social Audit by active citizens & NGOs to monitor and continuously improve service delivery and transparency.
- Self-submission of applications using the Internet.
- Inclusion of grievance redressal and civic utility systems.
- Direct data transmission to recipient agencies, to cut down the need for inter-departmental shuttling by applicants.