AN AUTOMATION SYSTEM FOR TRACKING COMMUNITY CERTIFICATE

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ABSTRACT

The e-governance project is an online web portal which aims to serve the public by providing their community certificate. The objective of achieving e-governance goes far beyond mere computerization of standalone back office operations. This portal is developed to validate the information provided by the public by governing authorities such as Tahsildar and Revenue Inspector etc., It includes a provision for the public to track the status of the requested certificate with certificate number whether it is approved or rejected or in progress via online. The goal for establishing e-governance is to improve the user friendliness of the administrative system and to simplify and improve the efficiency, reliability and transparency of the administrative sector.

KEYWORDS

E-Governance, Web Portal, Revenue Department Services, e-Revenue, Certificate Automation

1.INTRODUCTION

Today’s trend is to make all the works automated for easy access and to save time. E-governance is a web based automated system to transform the government services to meet the citizens’ needs in an automated world. E-Governance is a process of reform in the way Governments work, share information, engage citizens and deliver services to external and internal clients for the benefit of both government and the clients that they serve. Government harnesses information technologies such as Wide Area Networks (WAN), Internet, World Wide Web, and mobile computing reach out to citizens, business, and other arms of the government to: Improve delivery of services to citizens, businesses and employees. Engage citizens in the process of governance through interaction. Empower citizens through access to knowledge and information and Make the working of the government more efficient and effective.

Results in enhanced transparency, convenience and empowerment, less corruption, revenue growth, and cost reduction. It is a comprehensive program at all the levels of the government to improve efficiency, transparency and accountability at the government-citizen interface. Since the information regarding every activity of government is easily available, it would make every government department responsible as they know that every action of theirs is closely monitored. Furthermore, introduction of e-Governance brings governments closer to citizens. So much so that today it becomes extremely convenient to get in touch with a government agency. Indeed, citizen service centers are located closer to the citizens now. Such centers may consist of an unattended kiosk in the government agency, a service kiosk located close to the client, or the use of a personal computer in the home or office.
2. EARLIER PROCESS OF ISSUING COMMUNITY CERTIFICATE

In this section different ways of certificate issuing process mentioned that are followed by the state government.


Applicant gets the application form from any VAO (Village Administrative Officer) office or other private offices. Application has four to five pages. Applicant must fill all the pages in the application form. The form contains space for providing applicant personal details, parent’s community details, declaration form that must be filled by the parents. Apart from that, a request letter which is written by the parent needs to be attached with the application form. Supporting documents such as ration card for address proof, parent’s community certificate, blood relation community certificate, and school transfer certificate needs to be attached. If there is no community certificate for parents and also the relations are not available, then applicant must get an affidavit from notary public (notary public is a common law officer constituted by the law to take affidavits and statutory declarations, witness and authenticate the execution of certain classes of documents).

After completing the process the applicant must submit his application at the local VAO office which is provided in the applicants address in ration card. After receiving the application VAO starts his verification process with his helper named thalayari. Also applicant must be present in VAO office. VAO verifies the details such as address provided in the ration card, Date of Birth. If any details are incorrectly filled by the applicant, then the VAO rejects the application and intimate to applicant why it is rejected. The applicant changes the filled details or fills in new application and submits it again to VAO office. Once the application is successfully verified by the VAO he signs the application and authenticate it as verified and forward it to RI (Revenue Inspector). Applicant visits RI office with the application form verified by the VAO. RI verifies and signs the application. Applicant further visits Tahsildar office and gets a challan by paying 10 rupees and attaches the challan with application form before submitting to RI, as well as an 5 rupee stamp is pasted on the application forms top right corner.

Applicant places his application on a box that is uniquely allocated for community certificate. After three or four days he visits tahsildar for collecting community certificate. The box will be opened at certain timings by officials and gets forwarded to the tahsildar. Tahsildar verifies the application and approves to issue the community certificate. Applicant gets the certificate from community certificate issuing officer without paying money. In cases of BC, BCM and MBC community ZDT is the issuing authority. In case of SC, tahsildar is the final issuing authority and in case of ST, applicant must meet RDO (Revenue Divisional Officer) and then application is verified by the tahsildar and certificate is issued. Any officials can reject the certificate by valuable reasons.

2.2. Community Certificate Automated By Tn Government

Community certificate process is automated by Tamil Nadu government as e-District services. It is being implemented in pilot districts. Pilot districts are major districts having major requirements for issuing community certificate in tahsildar offices. Currently it is being implemented in 8 districts.
2.3. Procedure For Providing Community Certificate

The citizen who wants to apply for community certificate goes to registration office named CSC (Common Service Center). It is a office for registering citizen details. A person registers his details by logging to the website using his login id. Citizens must pay 50 rupees for registering their details. Applicant must have a supporting document (Original proofs which is verified by the officers) for registering his details. Type of document and its id number are entered on the registration form. After the document verification, citizen details such as personal details, present address, permanent address, contact details are filled. Once registration form is filled successfully, an id is generated for the citizens as CAN number (Citizen Access Number), an unique number which is being generated as a continuous running number. After getting the CAN number the citizen can apply for the community certificate.

Community certificate form is selected by the CSC person. Details of citizen like personal details, contact details are displayed dynamically that are entered at the time of CAN registration. Additional details such as community details of applicant, parents are needed to be entered. Supporting documents must be attached by selecting the document type and upload the scanned copy of certificates or others. After successful completion, an receipt no is entered by the registering person and the form is submitted. Application id for community certificate is generated and displayed along with the form. Applicant has to get a printed copy of this page for reference.

2.3.1. VAO Process To Provide Community Certificate

VAO enter to his page by his own password and user id. After login a page is displayed for showing the pending list having details of requests for certificate, number of requests. Then VAO selects the community certificate, on the next page application summary is displayed in which VAO selects the application id to view the particular application details. After that he verifies all the details like viewing the uploaded documents and then give his suggestions and click the save button to save the details, after which he selects the FORWARD TO RI button for passing the application details to next authority. If he wants to reject he selects the REJECT button.

2.3.2. RI Process To Provide Community Certificate

Then RI logins to his page, the same process is taken by the RI like VAO but the applicant details page is displayed along with the VAO suggestions details. RI also verifies and forwards the application to ZDT.

2.3.3. ZDT Process To Provide Community Certificate

ZDT performs the similar procedure. In applicant details page, both VAO and RI’s suggestions are displayed. After he verifies he fix the issuing date, delivery place and order no. and he put his digital signature in the certificate. After completing this he clicks APPROVED WITH DIGITAL SIGNATURE. In case of SC and ST, ZDT does not fix issuing date and other details instead he forwards the application to tahsildar .The tahsildar fixes the issuing date etc. After that the details are recorded on the office certificate database.

After completion of all the processes, the citizen visits CSC for getting the community certificate. And gets the printed copy. In this system there is no possibility for checking the status of application by the applicant. He visits CSC everyday for getting the details. People will not be aware of the exact delivery date.
3.PROPOSED METHOD

3.1.Apply Online

Also in this module, in order to reduce the ambiguity of the user with the caste and respective community we have populated the caste according to the community in the dropdown list box i.e. if the user selects the community as SC (Scheduled caste) then the respective communities alone will be listed and the user can select the caste from the list without any difficulty.

3.2.Status Tracking

In status tracking module the status can be tracked by the public user. It displays the status of the community certificate for the particular user. The user must provide the Application id and his/her date of birth same as that provided while applying. The status that can be displayed are pending, approved or rejected and it also displays the remarks of various officials like VAO, RI, Tahsildar etc., Other details that will be displayed to the user along with the status of the certificate are applicants name, application id, Community name, Issuing date of certificate and the place of issuing the certificate.

3.3.Official Login

The various officials include Village Administrative Officer, Revenue Inspector, Zonal Deputy Tahsildar, Revenue District Officer and Tahsildar. Each of the officials has their own username and password to login to their profile. When the official login to their respective profile, with respect to the particular taluk they will be displayed with the list of pending certificates which are yet to be verified along with the remarks of higher officials(if any). The officials can view all the details of all the applicants and the proof uploaded by the applicant.

Verifying the proof and considering the remarks of other authorities the official has the privilege to approve or reject the certificate. While approving the request for certificate the respective official can enter the remarks on it and forward it to the higher official. And in some cases, the official has the privilege to fix the issuing date of certificate. While rejecting, the respective official can reject it by entering the reason for rejection. This helps the applicant to know the reason for rejection while checking the status of the application so that they can rectify it while applying for the next time.

3.4.Comp.Aints Registration

In complaint registration module, the public user can register the complaints by providing various details such as Name, taluk, mobile no etc., Based on the taluk provided by the user the complaints will be verified by the officers at the respective taluk i.e. if the user’s area is under the taluk “Madurai-North” the complaints will be verified by the Madurai-North taluk. Once submitted by the user, the user will be provided with the complaint number which is a unique number. The complaint number is used by the user to track the complaint whether it is verified by the respective official or not.
3.5. Complaints Tracking

In complaint tracking module, the public user can be able to track the status of the complaint. The user must enter the complaint number to track it. The user will be displayed with the status of the complaint whether it is verified by the respective officer or not. Additional to the status, the complaint date and remarks given by the officer will also be displayed.

3.6. Feedback

In feedback module, the public user can post feedbacks about the portal. The user can select the performance of the service, satisfaction of the user on the service, rate the portal on 5 scale basis and also comment their feedback. The posted feedback will be viewed by the administrator to improve the portal based on the feedback of the user.

3.7. Admin Login

In admin login module, the admin has the privileges to add/delete the officer details, edit the officer details, view all the officer details, view feedback of the user. In add new officer module, the admin can enter the details of the officer and he sets the official’s username and password initially. Each officer will have a officer id which is a unique number for each officer. In delete officer module, the admin can delete the officer details. The admin enters the officer id. The officer record belonging to the officer id will be deleted.

The edit officer module is used to edit the details of existing officers will be deleted. The admin will be prompted to enter the officer id and other details of the officer. The record which matches the entered officer id will be updated with the edited details. In view all officer modules; the admin can view all the details of the officer. In view feedback module, the admin can view the feedbacks given by the public user. The admin will be displayed with the details of name of the public user, performance, satisfaction of the user, rating for the portal, feedback. Based on the feedback the admin can improvise the portal in the near future. The admin has the provision to delete the feedback records after viewing it.

4. EXPERIMENTAL RESULTS AND DISCUSSIONS

4.1. Apply Online

Applicants can apply for getting community certificate through this page. This page gets the details from the applicants which are required for providing community certificate.
4.2. Approval By Authority

Authorities such as VAO, Tahsildar can view the details submitted by the applicants respect to the controlled areas.
4.3. Application Forward

Verified applications forwarded from one level of authority to next high level authorities.

![Figure 3. Application Proceeded to next official](image)

4.4. Application Status Check

Applicants check the status of their applications like delivery date is specified in this page.

![Figure 4. Status tracking by end user](image)
5. CONCLUSION

E-Governance with open source is very popular in west countries but in India it is still an emerging technology. The objective of achieving e-governance goes far beyond mere computerization of standalone back office operations. It means, to fundamentally change as to how the government operates, and this implies a new set of responsibilities for the executive and concerned government authorities. It will require basic change in work culture and goal orientation and simultaneous change in the existing processes. It updates the community’s category regularly as per the Central Government Order. Apart from obviating the necessity for visiting so many offices, the current project would bring down the time taken for issue of certificates as well. This project is an effort to take the benefits of e-governance to people in rural areas. The certificates are generated online and printouts can be taken. These certificates will bear the digital signatures of the concerned officials. As well as the certificates are printed with the Government logo and the QR code. The project encourages the public to use this online facility and any complaints can be represented to the district collector or district revenue officer. The public can also be benefited with online status tracking to denote their progress of their certificate generation.

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