

“झारखंड डिजीटल पंचायत परियोजना”

पंचायत राज संचालनालय, झारखंड

Orientation Session

झारखंड डिजीटल पंचायत परियोजना

- The Ministry of Panchayati Raj (MOPR) has Undertaken e-Panchayat Mission Mode Project
- (e-Panchayat MMP) with a View to Introduce and Strengthen e-Governance in Panchayati Raj Institutions (PRIs) Across the Country.
- पंचायती राज मंत्रालय (एमओपीआर) ने देश भर में पंचायती राज संस्थानों (PRI) में ई-गवर्नेंस शुरू करने और मजबूत करने के उद्देश्य से ई-पंचायत मिशन मोड प्रोजेक्ट **(ई-पंचायत एमएमपी)** शुरू किया है।
- **"झारखंड डिजीटल पंचायत परियोजना"** - डिजिटल इंडिया मिशन मोड प्रोजेक्ट अंतर्गत (ई-पंचायत एमएमपी) ई-पंचायत मिशन मोड प्रोजेक्ट है।

झारखंड डिजीटल पंचायत परियोजना

इस परियोजना के लिए सीएससी को कार्यान्वयन एजेंसी के रूप में नियुक्त किया गया है।

CSC is Appointed as Implementing Agency for This Project.

सरकारी निर्णय पत्र क्रमांक (01Stha (Vi)-85/2021-2114 Date 28/08/2023) से। झारखंड सरकारने

“झारखंड डिजीटल पंचायत” परियोजना शुरू की है।

झारखंड डिजीटल पंचायत परियोजना की अवधारणा :-

ई-गवर्नेंस अंतर्गत प्रत्येक पंचायत में **“झारखंड डिजीटल पंचायत”** परियोजना प्रतिष्ठापित किया जावेगा ।

झारखंड डिजीटल पंचायत परियोजना CSC के - द्वारा क्रियान्वित की जा रही है। इस परियोजना में प्रत्येक ग्राम पंचायत

में एक **Village Level Entrepreneur (VLE)** सहयोग के लिये दिया जायेगा, जिससे प्रदेश के करीब **4345** युवक ।

युवती को स्व-रोजगार प्राप्त होगा, इन में महिलाओं की भागीदारी भी होगी, जो कि महिला सशक्तिकरण की पहल

झारखंड डिजीटल पंचायत परियोजना केंद्र पर नारी शक्ति के रूप में होगी।

Digital Panchayat Project - Objectives

- To enhance e-Governance and Concept of digital Panchayats in State of Jharkhand.
- Promises to be One Stop Shop for all the Digital Needs for Rural Inhabitants and Line Departments.
- To Enable Reach to citizens by Means of Data Digitization for Informed Decision Making and Enhanced Service Delivery Through Strong/Consistent Monitoring Mechanism.

Digital Panchayats - Scope of Work

Service Delivery -

- All services at One Place - Gram Panchayat
- Panchayat Services (Digitized and Non-Digitized)
- Integrated - CSC Services, Jharseva Services, CRS Services
- Non Integrated - Future to be services consolidation with Line departments

Data Digitization -

- Panchayat application for day to day Digitization
- Registers and Formats Digitization as per Jharkhand Panchayati Raj Act 2001
- Digitization of Panchayat Amenities. MPRs and Surveys as per State need
- Interactive dashboard, MIS for decision making

Scheme Support -

- Panchayat Schemes Data consolidation
- Capacity Building and Training on various State and central Schemes
- VLE involvement on Schemes Data consolidation at GP
- Performing geo-tagging and surveys

CSC DIGITAL PANCHAYATS – INCLUSIONS

01

Development of
IT Solution,
Dashboard and
MIS

02

Smart Support Call
Centre and
Efficient Monitoring
at State, District
And Block level

03

GIS based
attendance
monitoring of
VLES

04

Capacity
Building and
Training On
Schemes /
Initiatives

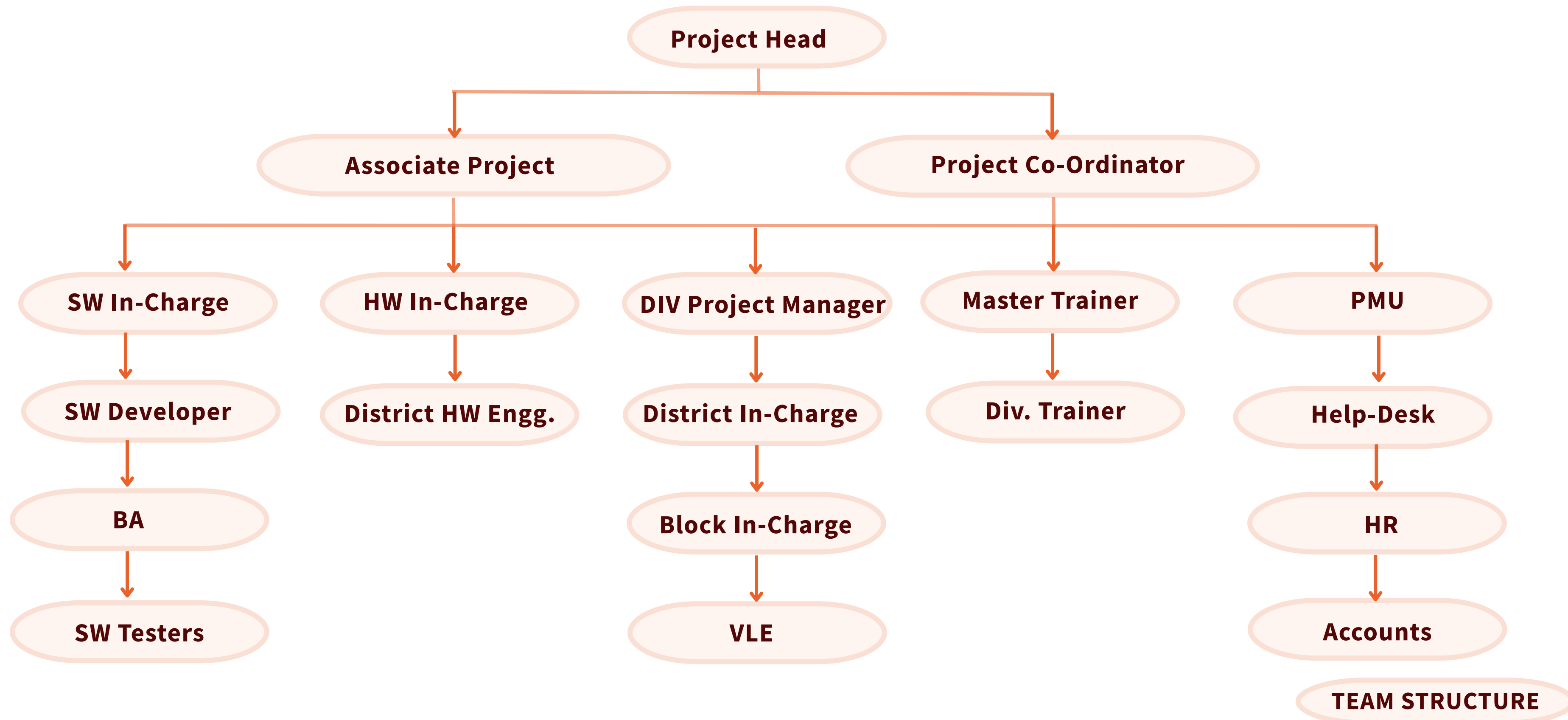
05

Door-step
service
delivery to
Rural Citizens

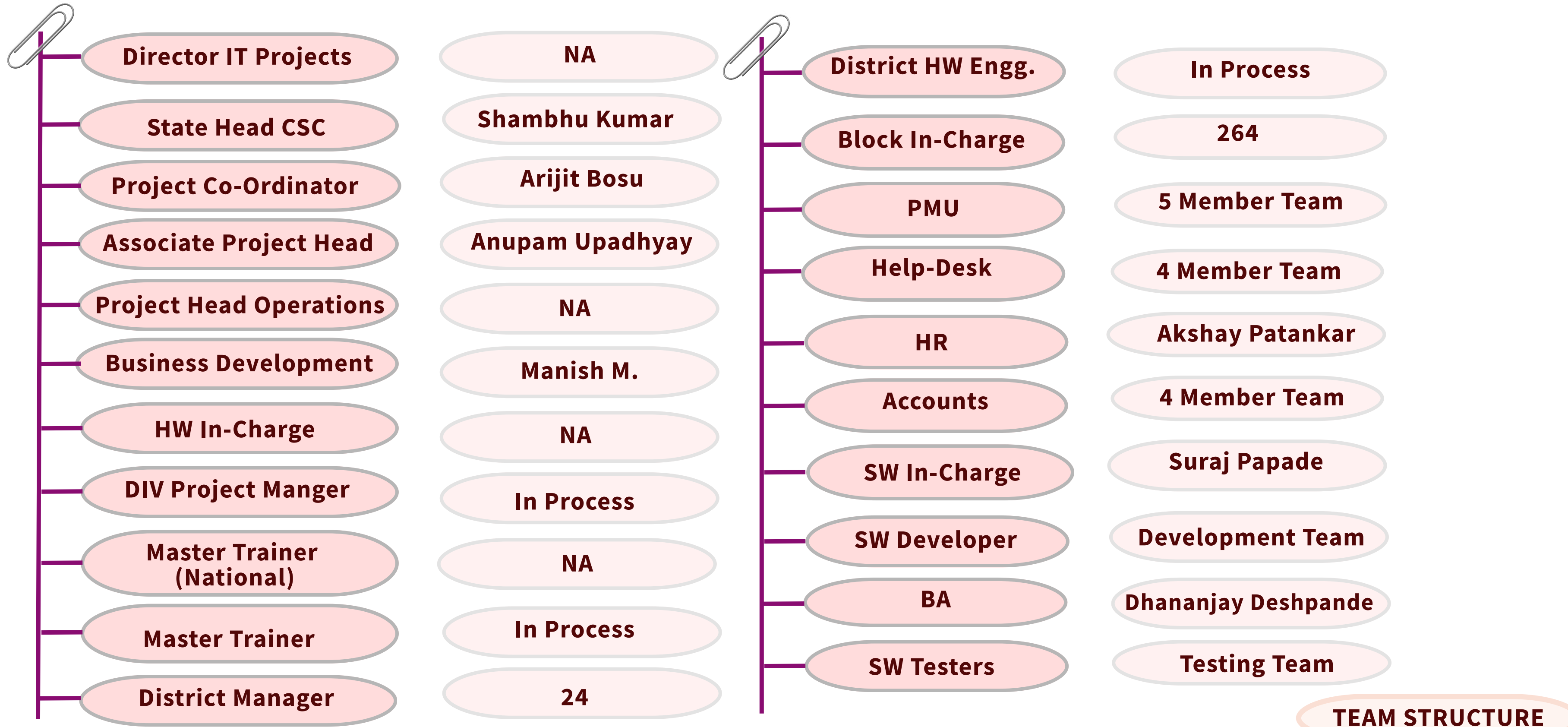
06

Consumable
supply, hardware
maintenance &
repair support to
the VLEs

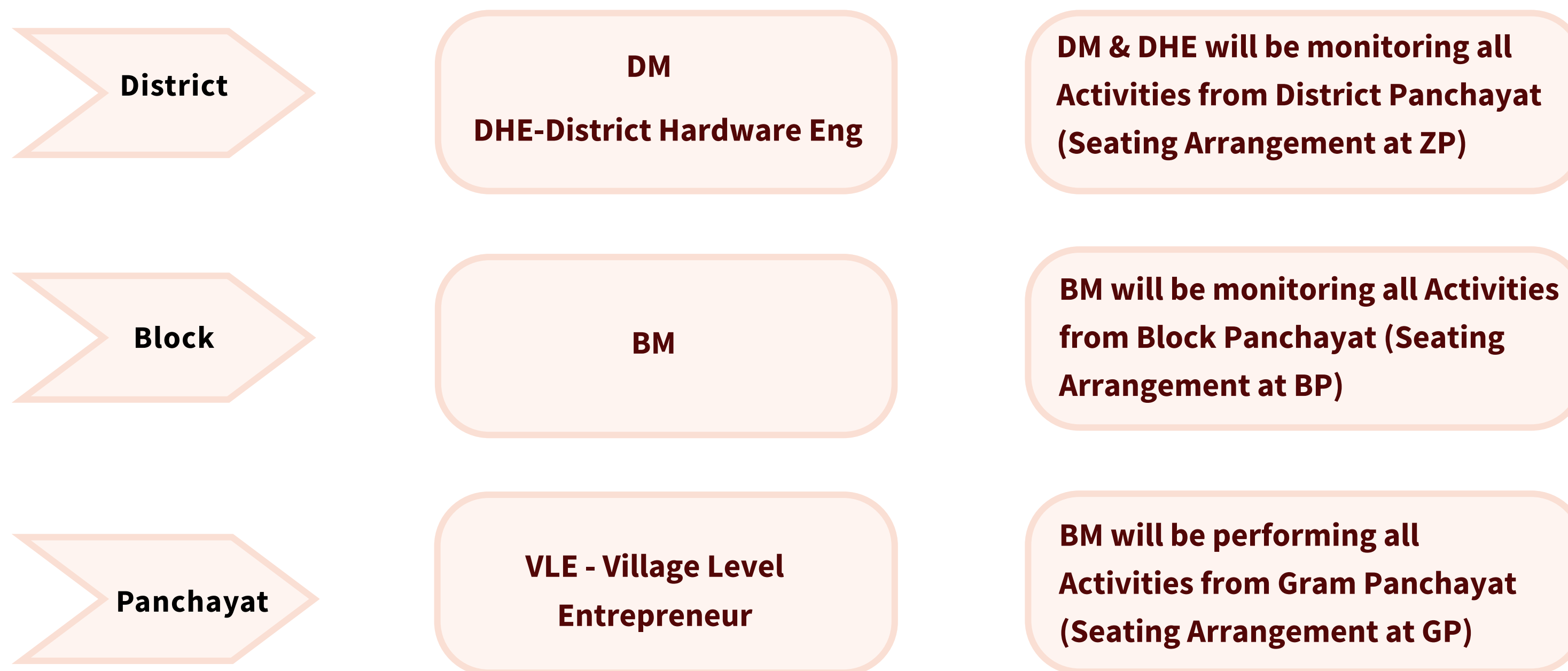
Project Implementation – Team Layout & Communication



Project Implementation – Team Layout & Communication



Project Implementation – Team Layout & Communication



आईटी कार्यान्वयन उपकरण (IT Web e-Gov Tools).



ईआरपी प्रणाली (<http://jh.onegov.e-governance.org>)
ERP System (<http://jh.onegov.e-governance.org>)

Profiler

दैनिक उपस्थिति
प्रणाली Daily
Attendance
System

**Plan Plus
(GPDP)**

दैनिक स्थिति रिपोर्टिंग /
समय प्रबंधन Daily
Reporting/Time
Management

**Panchayati Raj
Institutions
Accounting
Software
(PRIASoft)**

**ई लर्निंग E
Learning**

**Reporting -
Action Soft**

प्रदर्शन देखभाल
प्रणाली
Performance
Tracking System

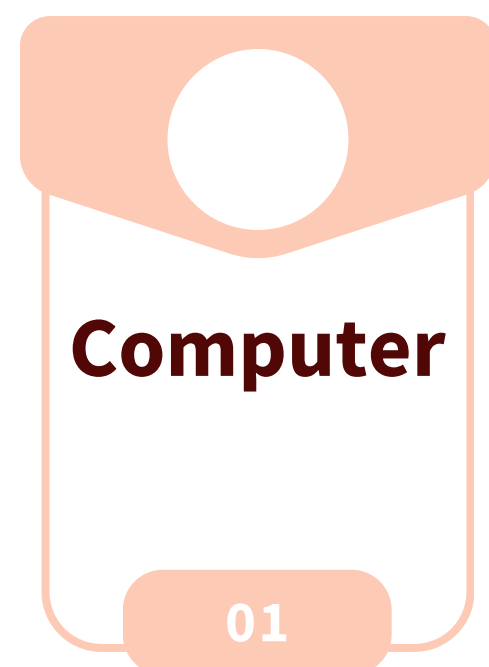
**GIO
Tagging M-
Action Soft**

पेरोल प्रणाली
Payroll System

झारखंड डिजीटल पंचायत परियोजना

ICT Infrastructure Provided at each Village Panchayat

प्रत्येक स्तर पर कार्य प्रगती हेतु ऑनलाइन डैश बोर्ड



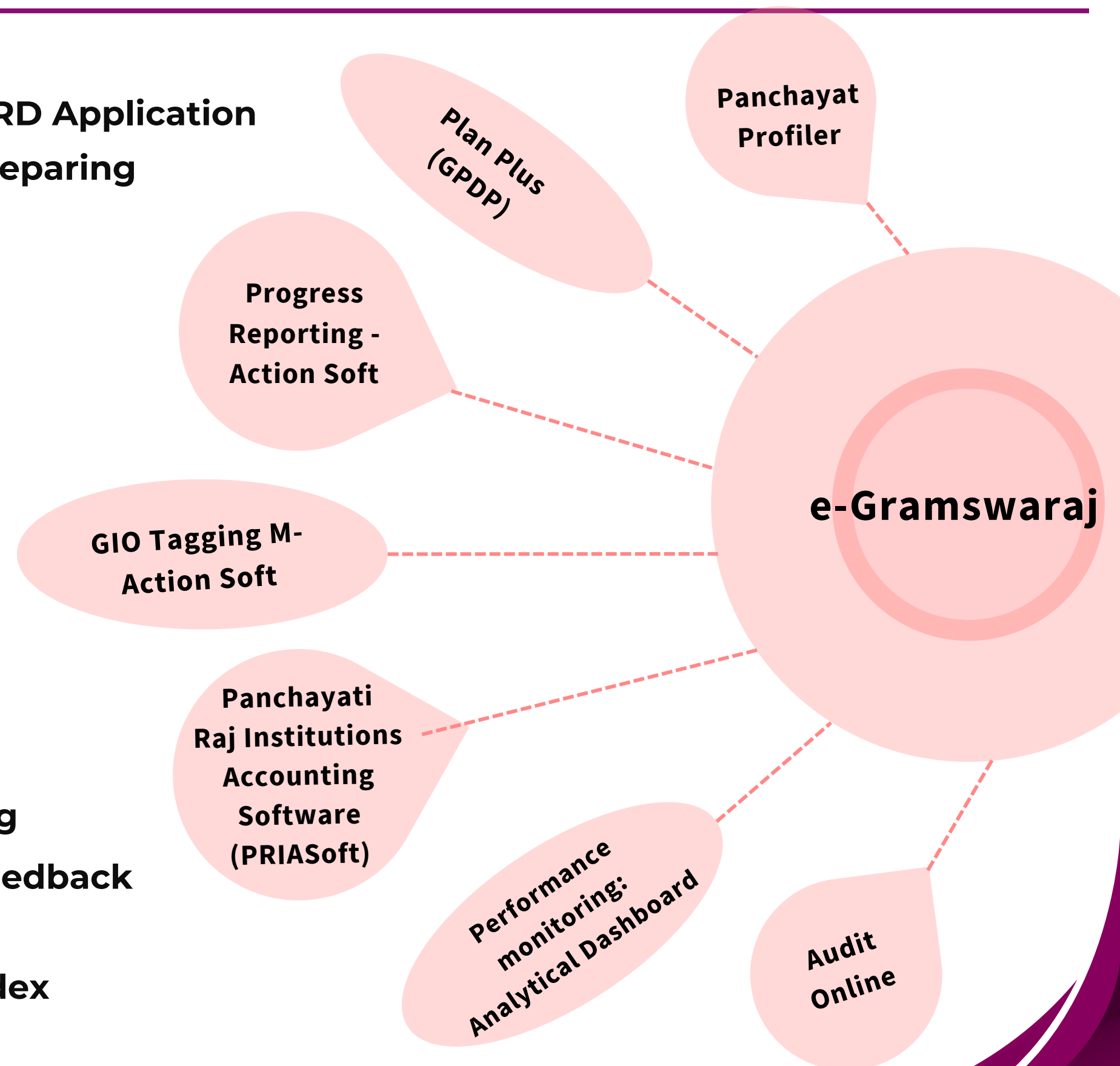
Gram Panchayat /VLE Will have IT Infra with Internet & Gram Panchayat Will Provide Electricity, Space for Seating for VLE in GP Bhavan



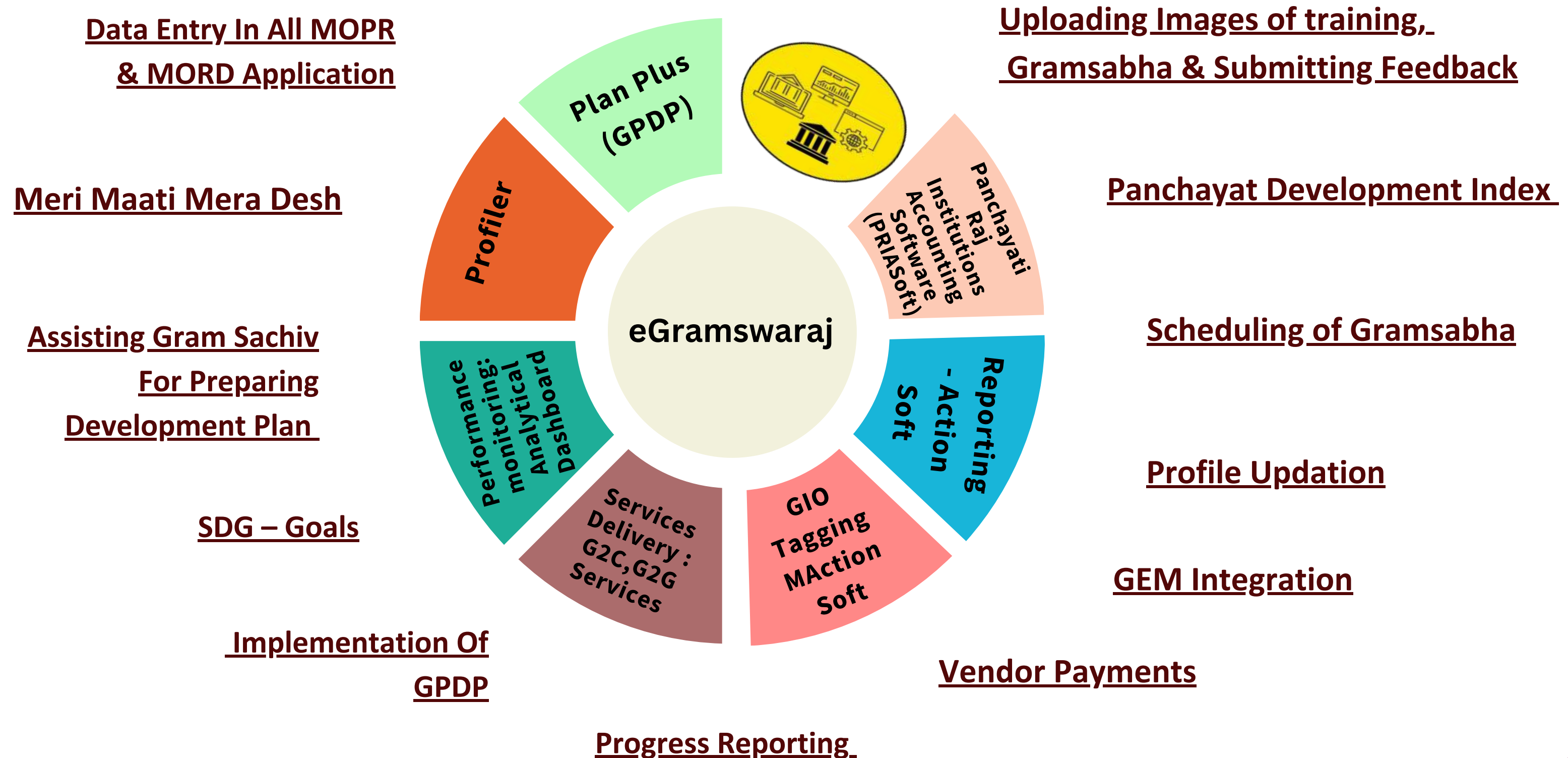
1. Data Entry In All MoPR & MORD Application
2. Assisting Gram Sachiv For Preparing
3. Implementation Of GPDP
4. Progress Reporting
5. Vendor Payments
6. GEM Integration



1. Profile Updation
2. Scheduling of Gramsabh
3. Uploading Images of training
4. Gramsabha & Submitting Feedback
5. SDG-Goals
6. Panchayat Development Index
7. Meri Maati Mera Desh



DATA DIGITIZATION & SERVICE DELIVERY



DATA DIGITIZATION & SERVICE DELIVERY



Registers

Services
Delivery

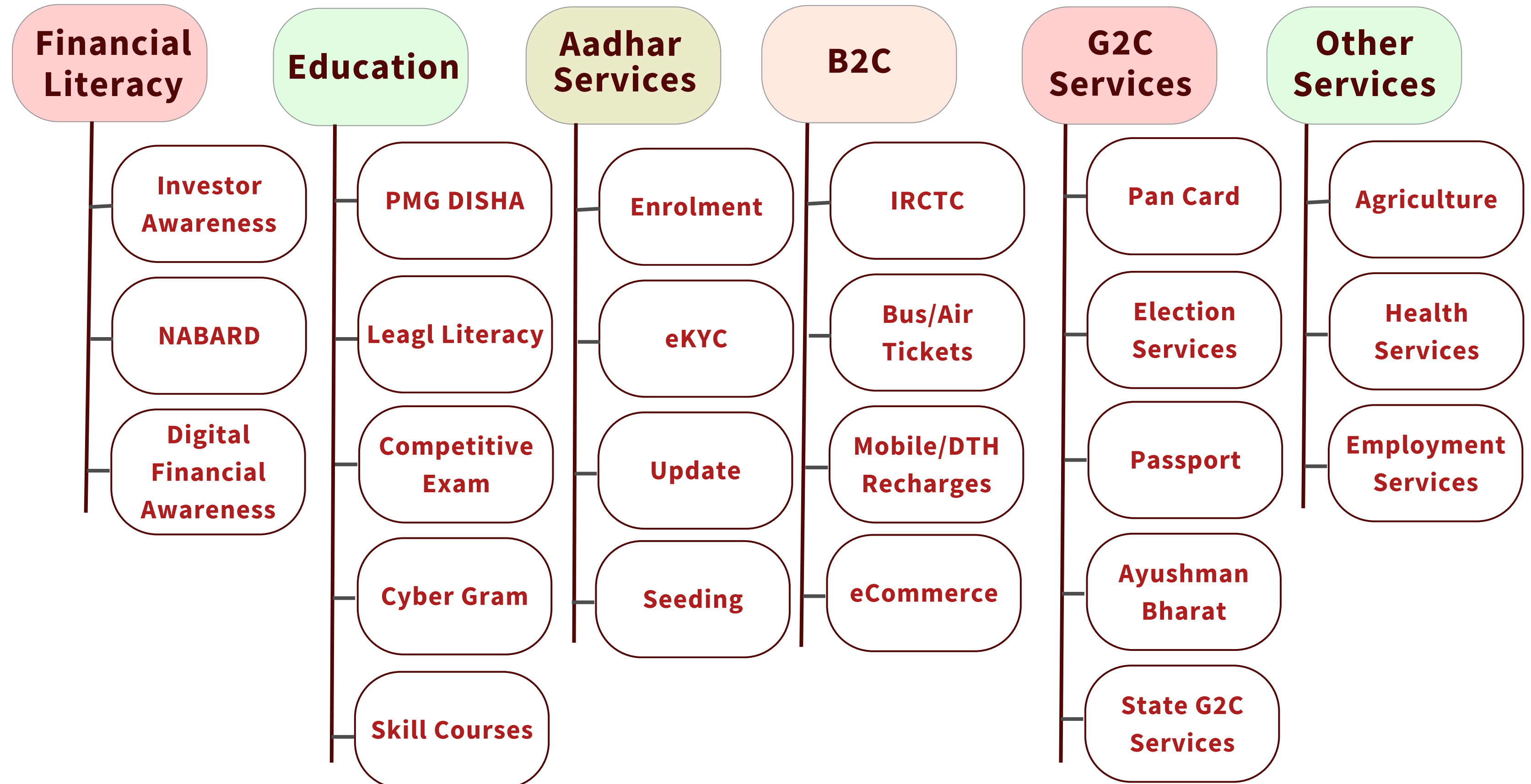
Basic
Amenities

Reporting –
MPR's

Analytical
Dashboard

GIO Fencing-
Attendance

Performance
monitoring



Web Application : <https://jhargram.com>

General

Educational

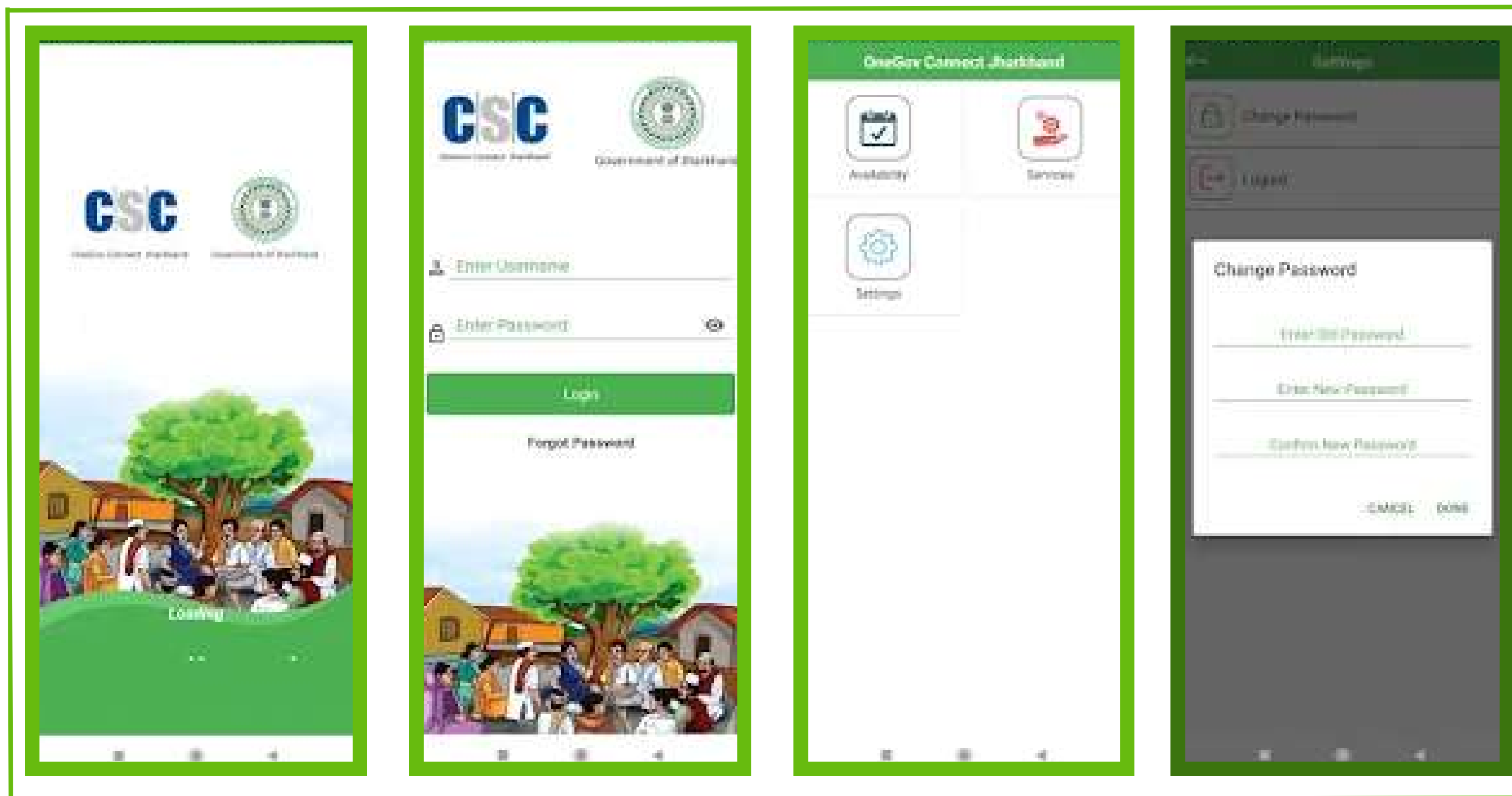
Address

Bank

User Name *	Password *	Full Name
<input type="text"/>	<input type="password"/>	<input type="text"/>
Mobile *	Email	DOB *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Gender *	Father's Name / Middle Name	Mother's Name *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Marital Status *	Spouse / Husband Name	No. of Children
<input type="text"/>	<input type="text"/>	<input type="text"/>
Anniversary Date	Blood Group *	AIL Date
<input type="text"/>	<input type="text"/>	<input type="text"/>
Religion *	Category *	Caste
<input type="text"/>	<input type="text"/>	<input type="text"/>
PAN Card No. *	Aadhar No. *	Voter ID
<input type="text"/>	<input type="text"/>	<input type="text"/>
Upload Profile Picture *		
<div>Choose File No file chosen</div>		

Mobile Application ASSK

Following are the facilities which are provided in this app. Along with the dashboards



Mobile app से VLE को पंचायत स्तर से उपस्थिति रोजाना दर्ज करना अनिवार्य है इसलिए Mobile इंटरनेट और Mobile GPS On रहना जरूरी है।

GIS BASED ATTENDANCE SYSTEM

Online Availability Page



GIS based Attendance
Tracking

GIS Based Tracking Page



eGov Connect Mobile App has an exclusive feature of GIS based of online availability. This feature enables to monitor each & every team member on the basis of their Latitude & Longitude. Resp Govt. officials will be able to track this for aligning proper assignments to all the members.

Training & Capacity Building

परियोजना के समग्र कार्यान्वयन के लिए प्रशिक्षण और क्षमता निर्माण बहुत महत्वपूर्ण गतिविधियों में से एक है।

सभी हितधारक जैसे डीआई, बीआई, वीएलई, ग्राम सचिव, बीडीओ और अधिकारी जिला परिषद (जेडपी)। सीएससी एसपीवी "ट्रेन द ट्रेनर (टीओटी)" की अवधारणा का पालन करता है

प्रशिक्षण पोर्टल और मोबाइल ऐप:

सीएससी ने वीडियो क्लिप, प्रेजेंटेशन और एसओपी दस्तावेजों जैसे कई रूपों में प्रशिक्षण सामग्री विकसित की है।

ये सभी वीएलई और अन्य हितधारकों को उनके संबंधित लॉगिन (वेब और मोबाइल ऐप) में उपलब्ध कराए गए हैं।

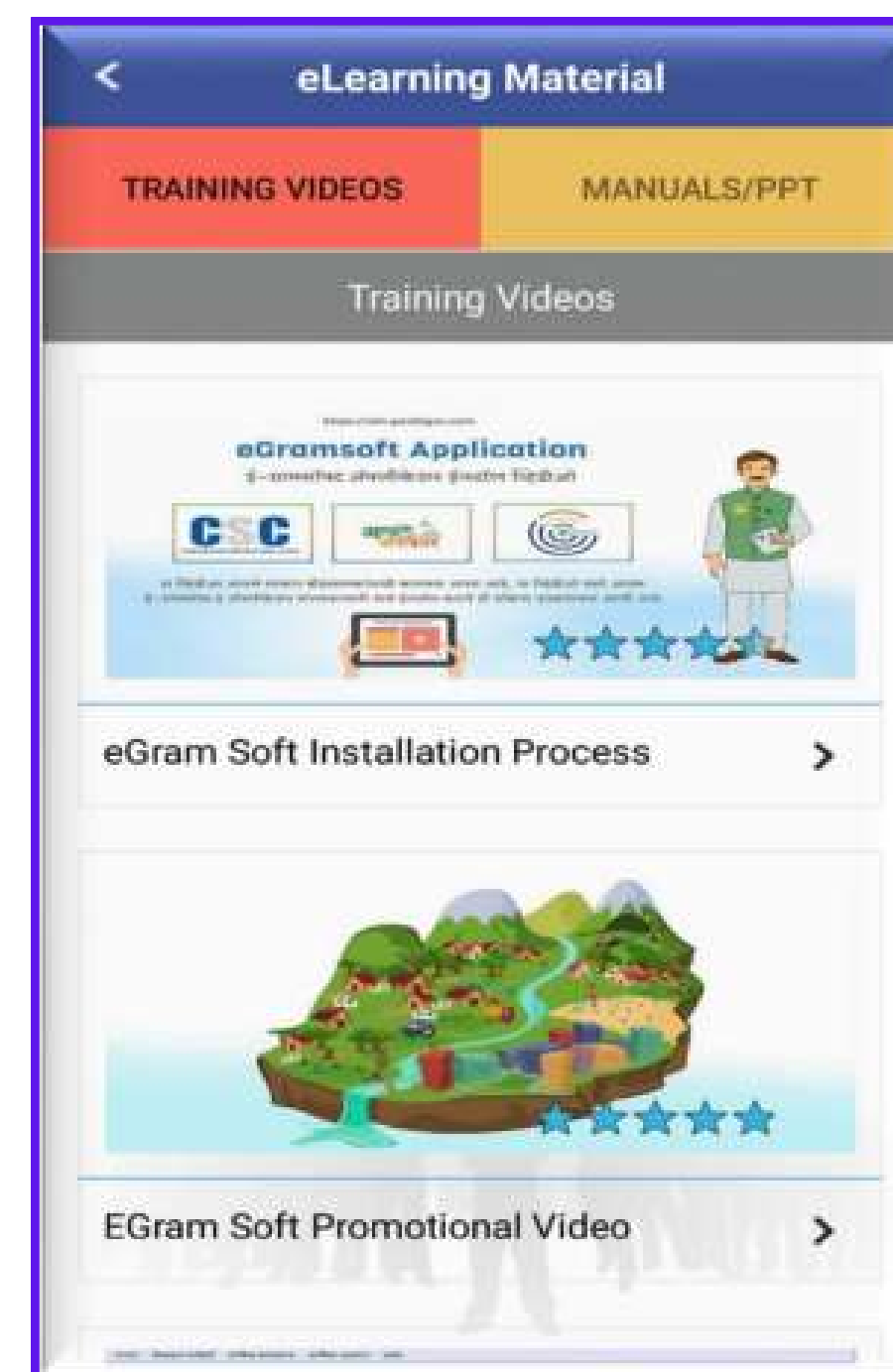
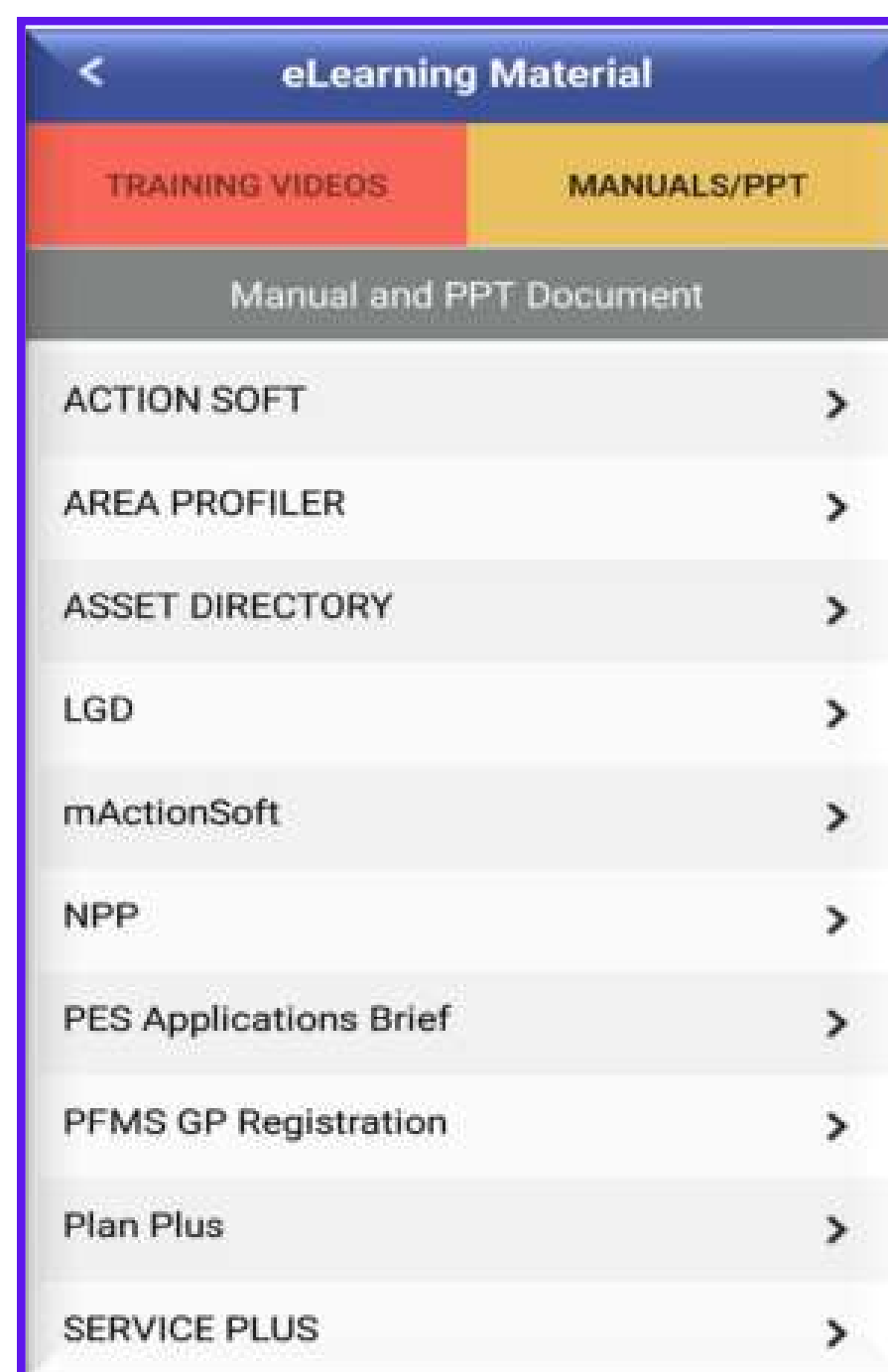
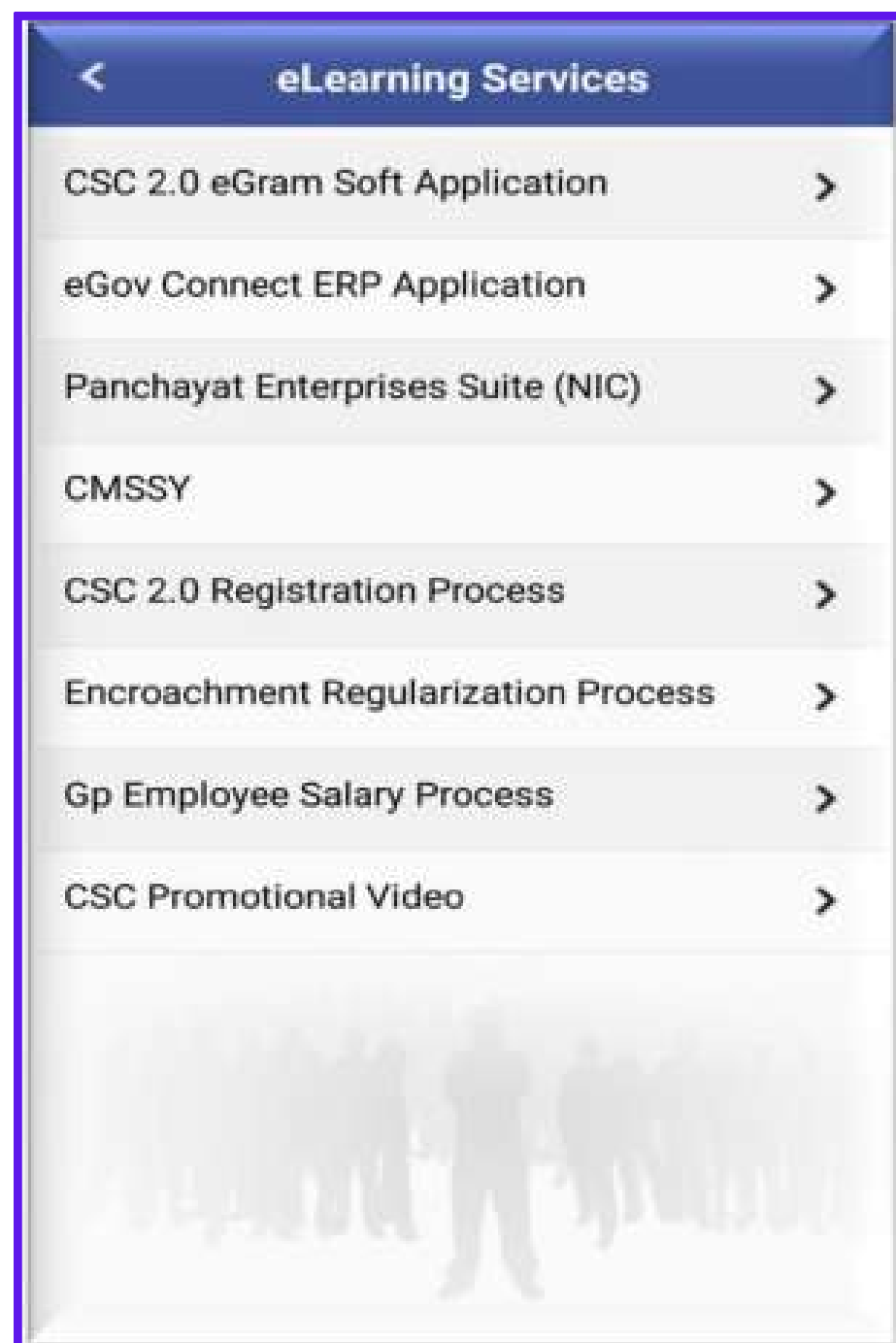
ये वीडियो उनके दैनिक कार्यों को पूरा करने के लिए उपयोगी हैं। यदि एप्लिकेशन के साथ कोई प्रश्न या समस्या है तो कोई भी किसी भी समय इन वीडियो को देख सकता है



- Orientation & Awareness Raising Programs-All stake holders
- Tailor-made trainings and specialized workshops
- Training of Trainers (TOT)
- Practical Hands On Training
- Refresher Training Programs
- Need Based Training
- E Learning
- Personality Development workshop

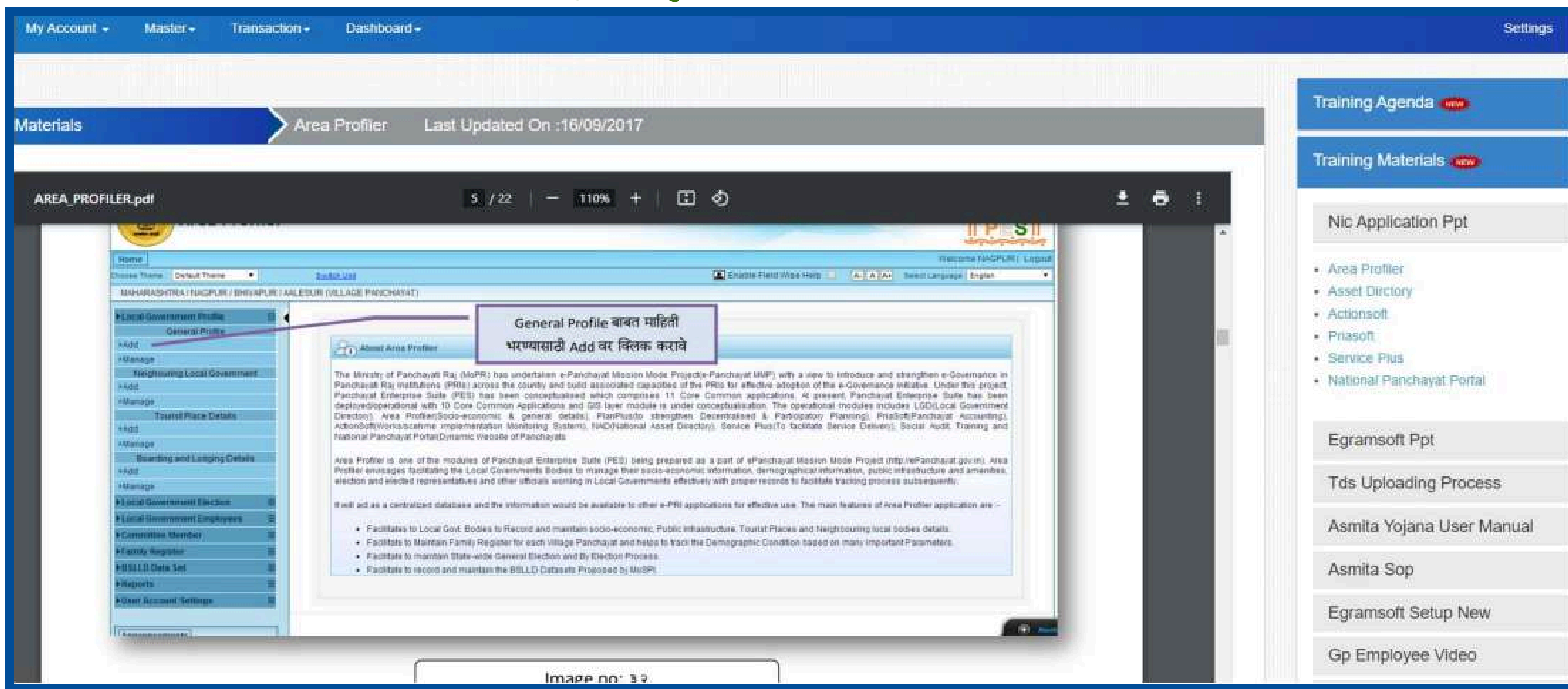
E-LEARNING – SELF LEARNING

DI, BI और VLE के लिए : ऑनलाइन प्रशिक्षण सामग्री मोबाइल ऐप (प्रस्तुत और व्हिडिओ) में उपलब्ध होगी।



DI, BI और VLE के डलऐ : ऑनलाइन प्रडशक्षण सामग्री

ERP Login (प्रस्तुत और Video) में उपलब्ध होगी



My Account - Master - Transaction - Dashboard - Settings

Materials Area Profiler Last Updated On :16/09/2017

AREA_PROFILER.pdf 5 / 22 110%

General Profile बाबत माहिती भरण्यासाठी Add वर क्लिक करावे

The Ministry of Panchayat Raj (MoPR) has undertaken e-Panchayat Mission Mode Project (e-Panchayat MMP) with a view to introduce and strengthen e-Governance in Panchayat Raj institutions (PRIs) across the country and build associated capacities of the PRIs for effective adoption of the e-Governance initiative. Under this project, Panchayat Enterprise Suite (PES) has been conceptualised which comprises 11 Core Common applications. At present, Panchayat Enterprise Suite has been deployed/operational with 10 Core Common Applications and GIS layer module is under conceptualisation. The operational modules includes LGD (Local Government Directory), Area Profiler (Socio-economic & general details), PlanPlus (to strengthen Decentralised & Participatory Planning), Pnssoft (Panchayat Accounting), ActionSoft (Work/online implementation Monitoring System), NAD (National Asset Directory), Service Plus (To facilitate Service Delivery), Social Audit, Training and National Panchayat Portal (Dynamic Website of Panchayats).

Area Profiler is one of the modules of Panchayat Enterprise Suite (PES) being prepared as a part of e-Panchayat Mission Mode Project (<http://ePanchayat.gov.in>). Area Profiler envisages facilitating the Local Governments Bodies to manage their socio-economic information, demographic information, public infrastructure and amenities, election and elected representatives and other officials working in Local Governments effectively with proper records to facilitate tracking process subsequently.

It will act as a centralized database and the information would be available to other e-PRI applications for effective use. The main features of Area Profiler application are -

- Facilitates to Local Govt. Bodies to Record and maintain socio-economic, Public Infrastructure, Tourist Places and Neighbouring local bodies details.
- Facilitate to Maintain Family Register for each Village Panchayat and helps to track the Demographic Condition based on many important Parameters.
- Facilitate to maintain State-wide General Election and By Election Process.
- Facilitate to record and maintain the BSLD Database Proposed by MoPR.

Image no: 32

Training Agenda NEW

Training Materials NEW

Nic Application Ppt

- Area Profiler
- Asset Directory
- Actionsoft
- Pnssoft
- Service Plus
- National Panchayat Portal

Egramsoft Ppt

Tds Uploading Process

Asmita Yojana User Manual

Asmita Sop

Egramsoft Setup New

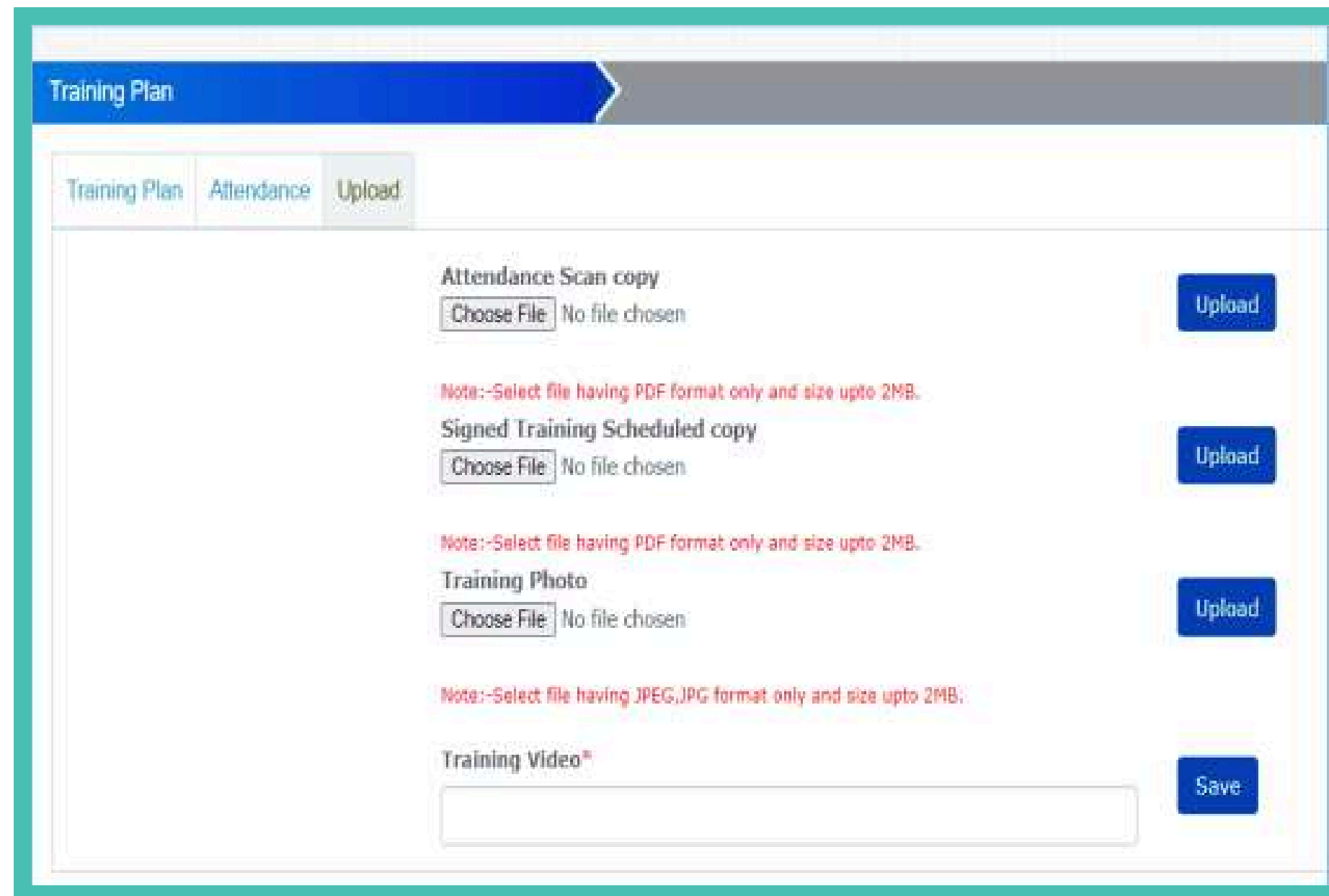
Gp Employee Video

TRAINING CALENDAR

<https://jh.gov2gov.com>

प्रति माह DI, BI ने VLE के लिये २ प्रशिक्षण आयोजित करना अनिवार्य है। DI, BI के लिये : ऑनलाइन TRAINING SCHEDULER होगा

DI, BI ने TRAINING के DETAILS ऑनलाइन UPLOAD करना अनिवार्य होगा



The screenshot shows the 'Training Plan' section of the portal. It has three tabs: 'Training Plan', 'Attendance', and 'Upload'. The 'Upload' tab is active. It contains the following fields and buttons:

- Attendance Scan copy:** A 'Choose File' button next to 'No file chosen' and an 'Upload' button.
- Note:** -Select file having PDF format only and size upto 2MB.
- Signed Training Scheduled copy:** A 'Choose File' button next to 'No file chosen' and an 'Upload' button.
- Note:** -Select file having PDF format only and size upto 2MB.
- Training Photo:** A 'Choose File' button next to 'No file chosen' and an 'Upload' button.
- Note:** -Select file having JPEG,JPG format only and size upto 2MB.
- Training Video[®]:** A text input field and a 'Save' button.

हर एक TRAINING का Feedback साजा करना होगा, Feedback के आधार पर अगले प्रशिक्षण में सुधार करनेकी आवश्यकता होगी.

SMART SUPPORT ACTIVITY CENTER

Smart Support Center Activity will be divided into 2 parts

1) E-panchayat Support Center

2) E-Panchayat Tech-Support Center Stake Holder and Users for this Support center would be

1) Govt. Officers 2) VLE 3) BM 4) DM 5) CSC Project Team

Operation Details E-Panchayat Technical Support Center

- **A dedicated Team of 10 people , who will be assigned with a Toll Free number, and Golden number will be assigned for Outbound calls.**
- **They will receive calls help Caller to raise the Ticket and forward it to concern department**
- **Try to resolve the queries and provide Help on the call**
- **Grievance Support will be given through this support center.**

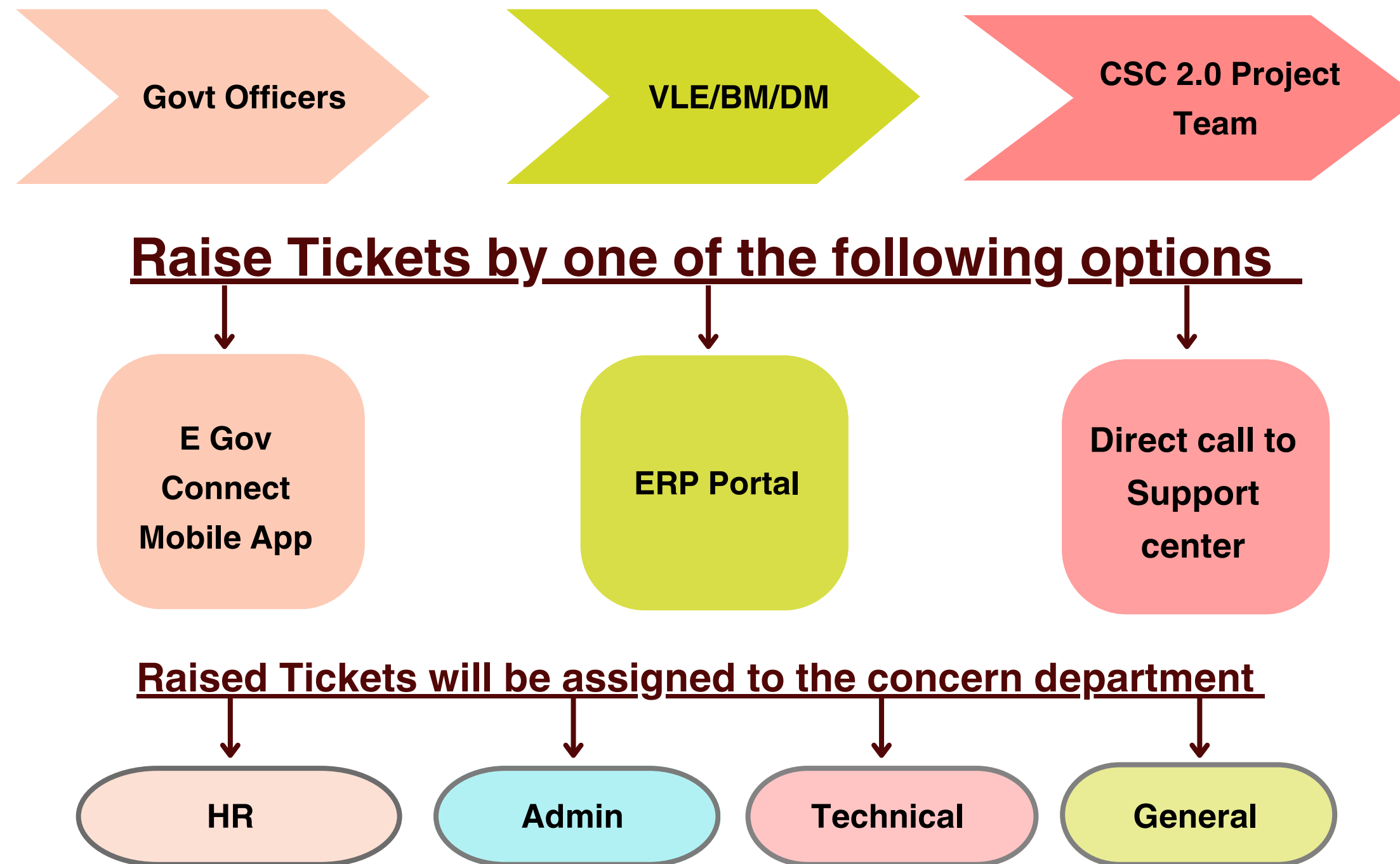
SMART SUPPORT ACTIVITY CENTER

Operation Details E-Panchayat Technical Support Center

- Promotion of CSC activities, CSC Business Promotions.
- General calling like Document upload/Checklist completion
- Outbound and Inbound calling possible through this center
- Support will be given to close the Tickets & Address the concerns raised Online .
- Dedicated person will be assigned to each department who will own the activity
- Of his/her department for tickets solving & message will be sent.
- Daily Data Integration of NIC and CSC and display on E Gov Connect in Real Time.
- Payment system monitoring
- This team will be connected through, Receive calls from E-panchayat Support center only.



SMART SUPPORT ACTIVITY CENTER PROCESS FLOW DIAGRAM



Dedicated Person for above departments will resolve the Tickets and Solution will be sent to the concern person via SMS and Notification from the portal for the same.

SMART SUPPORT ACTIVITY CENTER

Smart Ticket

Raised Tickets

Raised	5
Closed	5
Open	0

Assigned Tickets

Assigned	0
Closed	0
Open	0

Raise New Tickets

Ticket Types With Priority And Assigning

Select Block
Kalyan

Select Grampanchayat
Select Grampanchayat

Ticket Type *


Main Type *

Sub Type *

Select Priority *

Select CSC_2.0 ID to Assign *

SMART E-TICKETING SYSTEM ERP & E-GOV CONNECT APP

CSC  

My Account **Transaction** **Dashboard** **Message** **Settings** **LOGOUT**

My Information

Ticket Types With Priority And Assigning

Ticket Type *

Sub Type *

Select CSC_2.0 ID to Assign

CSC_2.0 ID - Name

Registration

Aspirant

Team

District

Office Address

LMS

Annexure

Smart Ticket

CSC Payment Confirmation

New Ticket

My Ticket

Open Ticket

Closed Ticket

Reassigned Ticket

My Ticket Reply

Main Type

Select Ticket Main Type

Select Priority

Select Priority

SMART SUPPORT ACTIVITY CENTER

- कोई भी कर्मचारी अपनी समस्या दर्ज करने के लिए स्मार्ट टिकट जोड़ सकता है
- यह जेनरेट किया गया टिकट सीधे उस समस्या के लिए अधिकृत व्यक्ति को प्रदर्शित किया जाएगा.
- प्रत्येक टिकट की समय सीमा निर्धारित होती है जहां अधिकृत व्यक्ति को टिकट का उत्तर देना होता है।
- सभी हितधारकों के लिए ट्रैकिंग डैशबोर्ड उपलब्ध हैं.
- आउटबाउंड कॉल के लिए लोगों की एक समर्पित टीम उपलब्ध होगी।
- कॉल करने वाले को टिकट उठाने और संबंधित विभाग को अग्रेषित करने में मदद करेंगे.
- प्रश्नों को हल करने का प्रयास करें और कॉल पर सहायता प्रदान करें।
- शिकायत निवारण सहायता दी जायेगी.

किसी भी तरह की समस्या, समाधान टिकट के माध्यम से उठाया जाना चाहिए.

TARGETS FOR F.Y. 2025-26 (Q1-April-May-June & Q4)

1. On Boarding of VLE
2. Updating /Collection of Allotment Letter
3. Availability of Infra (Check List)
4. CSC ID Creation & Activation Of Wallet
5. Orientation of All Team Members
6. Training & Capacity Building
7. e-Gramswaraj Implementation

8. Gem integration
9. NIC Applications & Data Entry
10. Delivery Of Citizen Services
11. PMO Scheme - Pm - vishwakarma,
- Ayushman Bharat
12. PMGDISHA, Digipay, Banking
13. PDI – PANCHAYAT DEVELOPMENT INDEX

Thank You



Common Services Centers Scheme (CSC)
Department of Electronics & Information Technology
Government of India