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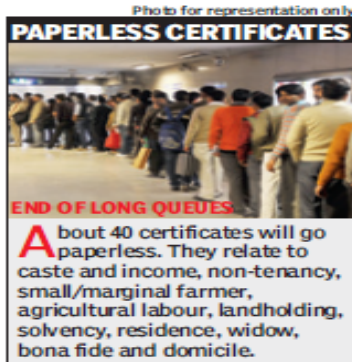
Now, print your caste, residence records at home

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Bengaluru: Need an income or residence certificate, but chary of waiting for hours in the revenue office? Don't worry. You don't have to visit any office to collect such certificates. Download them from the revenue department's website and print them out. They are as valid and authenticated as the certificates you collect from the government.

Around 40 certificates — related to caste, non-tenancy, landholding, solvency, bona fide and domicile — have been made digital and can now be printed from anywhere as part of the revenue department's initiative to go paperless.

At present, revenue department certificates issued through Atalji Janasnehi Kendras are printed on secured papers affixed with holograms. The digital certificates will not have any hologram. You needn't worry about their authenticity as they will be approved digitally. When a person applies for a certificate — online or in person at any reve-



END OF LONG QUEUES
About 40 certificates will go paperless. They relate to caste and income, non-tenancy, small/marginal farmer, agricultural labour, landholding, solvency, residence, widow, bona fide and domicile.

nue office — she would be given a unique number. All departments will henceforth verify the credentials of the person using this number; an option of sending the same via SMS is also available.

"Now, the digital certificates that the numbers generate on our website can be printed on A4-size papers," Munish Moudgil, revenue commissioner (survey, settlement and land records), told TOI.

► Extra security features, P 9

Additional security features put in place; watermark generated for documents

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The present system not only makes citizens run around to various departments, but also adds additional cost and unnecessary paperwork. The paperless certificate facility was envisaged to overcome this and also to prevent the problem of fake certificates.

"Additional security features have been incorporat-

ed to make simple A4 print-out foolproof and tamper proof. Apart from the unique number, which citi-

PRINT CERTIFICATES

zens can use as their document, a watermark is generated for each document and the officer concerned will authenticate it with her digital signature," he said. Also, a meeting with the education department sched-

uled for Saturday will integrate the facility with schools.

Supply of holograms and secured stationery for certificates will be stopped and all Nadakacheris will stop issuing certificates once the stationery is exhausted. "Besides, doing away with the secured stationery will save the government Rs 12 crore per year that it spends on printing," another officer said.

Now, revenue department will rank service delivery to expedite work

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In a first, delivery of all services under the revenue department will be measured and ranked in order to improve the processes involved.

"The goal of the ranking is to find, using a workable formula, the best and worst performers so that best practices can be introduced to better the performance," revenue officials explained.

The move, officials say is in the right direction as notwithstanding the number of new services introduced to fast-track delivery the desired effect is lost as people, especially the poor, can't avail them.

The department receives at least 20,000 new applications daily at the 770 Nada Kacheris in 30 districts. As on Sunday, nearly three lakh applications seeking various services from widow certificates and pension to facilities under schemes like Manasvini scheme (pension for unmarried or divorced women under the below poverty line) were pending with the department.

The department will use two measurements to give rankings. While Six Sigma simply measures the on-time delivery rate (the number of services delivered within the stipulated time), the second system of ranking — the Disposal Index (DI) — will be based on the time taken to deliver.

If a service is delivered before time, the DI will be in the positive while a service delivered after the mandated time will be in the negative. On-time service delivery will be rated at zero on the graph.

According to these daily DI rankings, in operation for a month now, Bengaluru's Kengeri office has the second oldest application pending (filed on December 27, 2012), while Uttara Karnataka's Sirsi has the oldest — December 12, 2012. The DI of these two offices stand at -112.57143 and -114.28571, respectively.

As for Six Sigma, out of the 770 Nada Kacheris in 30 districts, not one has reached Sigma 4, with barely a couple having touched



POOR TAKE THE HIT

Late on Saturday evening, a group of women, mostly vegetable vendors and domestic helps from Joggapalya in East Bengaluru's Ulsoor, met a local politician seeking her intervention in availing widow certificates. "We are about 15 of us and our applications have been pending for more than three months. But we have to co-operate, as officials may make us wait longer if they know we are complaining," said a 67-year-old vegetable vendor, apprehensive to go on record. Another woman, aged 71, said: "The officials are demanding money. But who can we complain to?"

three. The average is 1.2 to 2, which indicates that a lot of services are delayed.

Munish Moudgil, Commissioner Survey, Settlement & Land Records, Revenue Department, told TOI: "As per Six Sigma, 0 means 50% on-time delivery, 1 means 69%, 2 means 84%, 3 means 93%, 4 means 97% and 5 means 99.3%. So yes, we certainly need to improve."

An officer from another department who did not want to be named said: "Earlier there was no science behind this. An office with the most pendency would be blindly called the worst, not taking any other factor into account. I hope this system works better."

Answering this, Moudgil says: "Here the performance is measured based on each delivery and then an average is taken. The time taken to deliver a service as opposed to the time granted by the government is what we are considering."

WORST DISTRICTS IN FILE PENDENCY

District	Nada Kacheri	Application Number	Filing Date	Disposal Index
Uttara Kannada	Sirsi	5041000026	12 Dec 2012	114.28571
Bengaluru	Kengeri	8209000035	27 Dec 2012	112.57143
Balkari	Hosapete	8549000042	28 Dec 2012	112.42857
Davanagere	Saivehalli	8541000067	5 Jan 2013	111.42857
Belagavi	Surebha	8951000100	7 Jan 2013	111.28571

Note: The Six Sigma ratings will go online beginning Monday | Source: The department of revenue

B'luru ranks 17th among districts, Tumakuru last

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Nada Kacheris in Bidar district have been consistently improving their service delivery time in the last two weeks, jumping six places to 23 from 29 in the latest ranking system introduced by the revenue department.

Subject to the ranking initiated a month ago, Bidar seems committed to proving that it can be among the best performing districts. But the same can't be said about Bengaluru, which has been consistently sitting in the 17th position, in the bottom half of the table.

The ranking is being done on the basis of the time taken to deliver a given service. The department has called it the Disposal Index (DI). As per DI's formula, if a service is delivered before time the DI will be in the positive while a service delivered after the mandated time will be in the negative. On-time service delivery will be rated at zero on the graph. While districts can do little about its old pending cases, Bidar has been working towards dispos-

ing the new applications really quickly.

"We are confident that more districts will become competitive like Bidar," Munish Moudgil, commissioner of Survey, Settlement & Land Records, revenue department, told TOI.

With a disposal index (DI) of 1.82227 Ramanagaram has topped the table, while Tumakuru, with a DI of -3.16619, is ranked 30. In the 17th position, Bengaluru's DI is at 0.0766. The second, third, fourth and fifth ranks have been granted to Udupi, Chikkamagaluru, Vijayapura and Belagavi, respectively.

While officers in Bengaluru can argue that the number of cases in Ramanagaram (16,215), Udupi (7,929), Chikkamagaluru (12,782) and Vijayapura (23,215) in the first four places are lower than those here (48,193), Belagavi, ranked fifth has more number of applications at 48,385.

"The way performance was measured earlier was very ad hoc. A formal procedure did not exist. The office with highest pendency will be called the worse, which was wrong," he said.



What is Disposal Index?

The Disposal Index (DI) is used to rank districts on delivery of government services. As per DI's formula, if a service is delivered before time the DI will be in the positive while a service delivered after the mandated time will be in the negative. On-time service delivery will be rated at zero on the graph.