Government of Andhra Pradesh

Meeting with Secretary MeitY

on

Significant State Initiatives under Digital India
What is Real Time Governance (RTG)

Real-time Dashboards
Unified Platform Ecosystem
Integrated Communication System
Machine Learning
Data Driven Actions

Government
Agile
Seamless
Dynamic
Data Driven

Citizens
Empowered
Connected
Aware
Happy
7 Missions

1. Primary Sector
2. Social Empowerment
3. Service Sector
4. Industry Sector
5. Knowledge and Skill Development
6. Urban Development
7. Infrastructure

5 Grids

1. Power
2. Gas
3. Road
4. Water
5. Fiber
Objectives & Components of RTG: People First

**People Hub**
- Weather
- Disaster Control
- SEOC
- Incidents & Events

**Infrastructure**
- A.P. Fiber Grid
- CC Cams
- FSOC (Wireless)
- Digital Classrooms
- Aadhaar Platform & Applications

**Incident**
- ISRO
- Sensors

**Integrated Grievance Redressal**
- People First/‘1100’
- Real Time Feedback
- IVRS Surveys
- Issue based Surveys
- Participatory e-Governance & M-Governance Platforms
- eOffice

**Good Governance**
- A.P. CM Connect
- Parishkara Vedika (Call Center)
- Mee Kosam (Grievance Redressal Mechanism)
- Kaizala
- Social Media
- Print & Electronic Media
- Mobile Applications
- Common Operational Platform
- Machine Learning
- Predictive Analysis

**Satisfaction Level > 80%**

**People First**

**Cloud Hub**

**Land Hub**

**CFMS**

**IOT & Surveillance**
- Drones
- Sensors
- Dashboards
- Geo Tagging
- Biometrics

**Incidents & Events**
- ISRO
- Sensors
RTG – Key Services

- Virtual Classrooms: To cover 4,000+ Schools across the State
- CCTV Surveillance: District Level Communication Centers to Monitor & Analyse
- VC with every Household: Real-time communication with Households
- Machine Learning & Analytics: Decision Making & Monitoring
- Content Corporation: Content Management

A.P. Cloud Hub
IOT
Internet of things (Sensors & Devices)

G
Ground Water

RF
Rainfall

T
Temperature

AQ
Air Quality

R
Reservoir Status

AWARE: Andhra Pradesh Weather Forecast & Early Warning Research Center
IOT
Internet of things

SURVEILLANCE
- Wrong direction detection
- No parking detection
- Zone monitoring
- Redlight violation detection system
- Automatic number plate recognition

VIRTUAL CLASSROOMS
- 4000 Schools
- to be connected virtually
- 8,000,000 Students
- 651 Mandals
- 13 Districts

DRONES
- Live Stream
- Mapping / Survey
- Spraying Pesticides

LOCKED HOUSE MONITORING SYSTEM
- Real Time Alerts
- Prevention
- Capture & Resolve

4000 Schools
8,000,000 Students
651 Mandals
13 Districts
MEDIA FEEDBACK

Media Watch

Grievances

Print Media

Electronic Media

Social Media

Sentiment Analysis

Citizen Satisfaction
1100 - Integrated Grievance Redressal System

**Integrated** Grievance Redressal

Meekosam | Social Media | Print/Electronic Media | Citizen Mobile App |

**Assign** Grievance to last-mile functionary
Using e-Office / route Corruption details to Collectors’ / SPs Taskforce

**SMS** the Ticket details to Citizen

2000+ People working 24X7

**Call + SMS** last-mile functionary on New Ticket

**Call + SMS** last-mile functionary
On Pending Cases beyond SLA (Cases to be closed by Assigned Officer & endorsed by Supervisor)

**Call Citizen** to confirm resolution

**Reopen** the Ticket if the Citizen is not satisfied

**Publicize & Reward** the Good work
1100: Fighting Corruption

1. Register a Complaint on AP CM Connect / Or Call ‘1100’

2. Complaint transferred to Corruption Killers @ ‘1100’

3. Collectors’ Taskforce & SPs’ Taskforce to Follow-up

- Collectors’ Taskforce
  - Admit & Refund
  - Deny & Challenge
  - Benefit of doubt
  - Escapist
1100 – Major Outputs

Dashboards & Reports
Issue Specific Action / Apps
Surveys
Grievances

Validation of ATR

80% Satisfaction

Pareto
ML / Predictive
Trend
1100 – Dashboards & Reports .. Surveys

- Descriptive Surveys on Specific Issues
  - Surveys on ATR Verification
  - Surveys on Service Standards
  - Surveys on Demand
  - Surveys on Satisfaction Levels

- Voice Based Outbound
- IVRS Based Outbound

- 5.1 L+ In-bound Calls
- 1.2L+ New Grievances
- 750 Seat Call Center
- Capacity to make 1Mn IVRS Calls per day

- 13Mn+ Households Reached for Surveys
- About 100 Citizens got resolution in Corruption related Grievances
- 13Mn+ Households Reached for Surveys
People First Applications

Empowering Citizen with Real Time Data

**Citizen Mobile Application**
Digital Services & Data in the Citizen’s Pocket

**Sand Application**
Transparency in Price of Sand & Freedom from middlemen

**Excise Application**
Empower Citizen to eradicate illicit Liquor Shops

**Visit Management System**
Organise the Field Visits & Profile of Village & Households – for the Officials
‘PSS’: the Foundation of ‘People Hub’

- **People Hub**
  - **Single Source of Truth** on people data
  - People Hub = Demographic Data + Socio-Economic Data
  - Core Database for all People-oriented Schemes & Programs

- **PSS** (Praja Saadhikaara Survey / Smart Pulse Survey)
  - Total Residents enumerated – 4.34 Cr
  - Total Households Surveyed – 1.38 Cr
  - eKYC completion percentage – 80%

- **Benefits**
  - Faster Decision Making | analytics
  - Notify all Department on vulnerabilities, updates & mismatches on real time basis.
  - Inter-Department Operability
Surveys done: Project Sand

- **Challenge:** While Sand is free of cost, due to unsupervised Transportation & Labour, Sand Pricing has been on the rise and inconsistent.

- **Objective:** To introduce checks and balances coupled with monitoring backed by coordination – to regulate procing of Sand;

- **Approach:** Feedback from citizens was taken on proper sand availability and Price deviations from Govt. Approved Rates.

- Also, Survey was done to check for actions required to regulate sand prices at reach level and for any policy level changes to improve the overall sand distribution system.

- **Introduction of Sand App:** A mobile app for sand inquiry was also created and used while Sand is sold at reaches. This helped the citizens to get the Sand at standardised / Govt Approved rates.

- Govt. formed a committee in District level for sand distribution.

- Took opinion of citizens regarding the new sand distribution process.

- In case opinion is not positive, further suggestions were taken for better implementation.

- Performed Same survey on separate Data sets – CREDAI, Town Planning, New Sanctioned Houses to identify the issues at different levels.

<table>
<thead>
<tr>
<th>Satisfaction % Before Govt. Decision</th>
<th>Satisfaction After Govt. Decision</th>
<th>Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>47%</td>
<td>89.5%</td>
<td>42.5%</td>
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</table>
Surveys done: Project Liquor

- **Challenge:** Dissonance in the citizens due to presence of Liquor shops at the residential areas and active presence of illicit liquor channels also called ‘Belt Shops’
- **Objective:** To bring in awareness on the action taken by the Govt. in terms of regulate the Sale of Liquor through permitted Channels, Support the Excise Dept. in completely eliminating the presence of Belt Shops and identify any gaps in implementation;
- **Approach:** Taken feedback from the citizens on the Govt. Strategy on regulating the Sale of Liquor and eliminating Belt shops;
- Checked Citizen Satisfaction on location of Liquor shops.
- Taken suggestions from Citizens regarding the new liquor policy framed by Govt.
- Liquor Shop timings changed from 11 PM to 10PM, as per Voice of Citizens surveyed.
- **Creation of App for Excise Dept.:** A mobile app was also created to close-loop belt shop closure.
- Excise Department performed surprise raids and closed the Belt shops post the survey. Mobile App & Kaizala Group helped in closing the Gaps – if any.
- Contact Centre also verified the belt shop closure done (around 5000) by Excise Dept. and re-routed any deviation back to Excise Dept.

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<tr>
<td>41.6%</td>
<td>89.65%</td>
<td>48%</td>
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Surveys done: School Education (Teachers & Parents)

**School Education - Teachers**

This survey was done to take the feedback from Government Teachers on new initiatives by Government.

- Digital classroom in Govt Schools to provide better education to students.
- To improve teaching skills, Government launched **E-Knowledge** portal and resolved the issues on Medical reimbursement, NOC for passport etc.
- Government launched web counselling to avoid partiality pertaining to transfers.
- Taken the feedback on GO no. 29
- Feedback on appraisal system- online performance points to improve the teacher’s efficiency.
- As a result, the ‘perceived’ dissonance on the govt. Policy on ‘Online Scoring System’ was resolved

<table>
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<tr>
<th>Total Responses</th>
<th>+ve Responses</th>
<th>+ve Responses %</th>
</tr>
</thead>
<tbody>
<tr>
<td>641,936</td>
<td>429,672</td>
<td>66.93%</td>
</tr>
</tbody>
</table>

**School Education - Parents**

This survey was done to take feedback from parents of Govt school students regarding new initiatives for betterment of school infrastructure by the Government.

- Introduction of Digital classroom in Govt Schools for better education.
- Feedback on a schemes where Govt. provided Bicycles to female students, who are moving from 9th standard to 10th standard.
- Launched rationalization of schools to avoid lack of teachers.
- On implementation of ideal primary schools with facilities like Library, infrastructure etc., opinion was taken from parents on the same.
- Opinion taken on rationalization of ratio between teachers & students.

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<th>+ve Responses %</th>
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<tbody>
<tr>
<td>489,066</td>
<td>417,661</td>
<td>85.40%</td>
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</table>
Surveys done – Land Scam Vishakhapatnam

- Objective of this survey was to take opinion from Vizag Citizens (constituency wise) to know their views on action taken by Govt on illegal land grabbing and also on how to avoid such instances.
- Also took opinion on Govt’s Decision to handover the investigation to SIT.
- A separate Survey was also done to check the satisfaction level of citizens for whom Govt has distributed Temple Lands, to check if they have received it, or any corruption cases were involved or not.
- Further one more set of survey was done to Citizens who have mentioned that they have not received land Pattas and ensured their issues are taken up on priority.
- Any allegation of Corruption – have been taken to the notice of the Collector, the concerned Department and also to the Hon’ble CM.

<table>
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<tr>
<th>Total Responses</th>
<th>+ve Responses</th>
<th>+ve Responses %</th>
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<tbody>
<tr>
<td>215,971</td>
<td>183,924</td>
<td>85.16%</td>
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IVRS Satisfaction Survey - Snapshot

- A unique activity of reaching out to 1.3 Crore Households using Hon’ble CM’s Voice (recorded) to measure the Satisfaction Level;
- A baseline of 58% has been identified – with the target of reaching 85%;
- Grievances were raised for those Citizens who wished to express the cause for their displeasure.

### IVRS Survey

<table>
<thead>
<tr>
<th>Total Dials 22-Sep-17</th>
<th>2,27,250</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Dials (28-Aug-17 to 22-Sep-17)</td>
<td>223,44,550</td>
</tr>
<tr>
<td>Effective Calls</td>
<td>29,61,325</td>
</tr>
<tr>
<td>Call to 1100 (OPT-4)</td>
<td>5,29,099 (2.37%)</td>
</tr>
<tr>
<td>Satisfied (OPT-1)</td>
<td>15,46,367 / 24,32,226 (63.58%)</td>
</tr>
</tbody>
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#### District

- **GUNTUR-1**: 66% Satisfied, 34% Dissatisfied
- **WEST GODAVARI-2**: 65% Satisfied, 35% Dissatisfied
- **EAST GODAVARI-3**: 64% Satisfied, 36% Dissatisfied
- **KRISHNA-4**: 63% Satisfied, 37% Dissatisfied
- **YIZIANAGARAM-5**: 63% Satisfied, 37% Dissatisfied
- **PRAKASAM-6**: 62% Satisfied, 38% Dissatisfied
- **CHITOOR-7**: 61% Satisfied, 39% Dissatisfied
- **SRIKAKULAM-8**: 60% Satisfied, 40% Dissatisfied
- **ANANTAPURAM-9**: 60% Satisfied, 40% Dissatisfied
- **VISAKHAPATNAM-10**: 60% Satisfied, 40% Dissatisfied
- **NELLORE-11**: 59% Satisfied, 41% Dissatisfied
- **KURNOOL-12**: 57% Satisfied, 43% Dissatisfied
- **KADAPA-13**: 57% Satisfied, 43% Dissatisfied

#### Pension Status

- **Pension Disabled**: 80% Satisfied, 20% Dissatisfied
- **Pension Widow**: 76% Satisfied, 24% Dissatisfied
- **Pension Otd Age**: 75% Satisfied, 25% Dissatisfied
- **Ration**: 69% Satisfied, 31% Dissatisfied
- **APSatisfactionSurya**: 58% Satisfied, 42% Dissatisfied
Fighting Corruption – Process.

Process Followed at People First 1100 Contact Centre

- Data on Corruption is collected from Various Sources eg:- Through Outbound Surveys ,Through Citizens calling 1100 , Kaizala Application, AP CM Connect group on Kaizala etc.

- A call is made to the Citizen who reported Corruption/Bribe case.
- Will confirm the details of the person who took the bribe from Citizen.
- A Call is made to the concerned person and request is made to return the money to Citizen.
- Again a follow up call is made to citizen, to confirm whether money is returned to him.
- In case of a dispute, the case is assigned to Collector’s Task force or office of SP for further investigation.

Testimonials:

Ex 1.: in East Godavari Dist, Yeleswaram Mandal, Mariveedu Village, Asst engineer collected 20,000rs towards sanction of housing bills. We investigated the issue and officials returned the amount to the citizen.

Ex 2.: In West Godavari Dist., Eluru, Venkatapuram, MPTC (Politician) has collected the amount 10,000rs towards sanction of corporation loan. We investigated the issue and politician returned the amount to the citizen.
1100 Helpline – It’s sometimes a Lifeline!!

• CM relief Fund has become like a god gift for the patients who are in emergency conditions. Parishkara vedika played a key role in getting help from CM relief fund and other immediate help to the Citizens.

Cases:

• Mr. Sudhakar from Vijayawada, who was suffering from severe heart disease, got sanctioned 8 lakh rupees in 48 hours. Parishkara Vedika took the request of patient to the government and worked as a catalyst for quick solution. On July 4th where the incident occurred, the patient and his relatives expressed their gratitude to the Chief minister, officers and Parishkara vedika.

• A postpartum woman named Devi, who gave delivery in Rajahmundry Government hospital requested to send her home after discharge, but she didn’t get ‘Thalli Bidda Express service’. When she called 1100, parishkara vedika immediately contacted district medical officer, and arranged ‘Thalli bidda Express service’. This incident happened on June 25th.

• There is another incident that happened on August 24th. A one and half year child who was suffering from severe heart disease needed a better treatment. She was supposed to travel from Visakha KGH to Puttaparthi hospital, but they didn't have money for ambulance. When the child’s mother contacted 1100, Parishkara vedika took this problem to the respected Visakhapatnam joint collector, he responded immediately and arranged free Ambulance service.
Future

Invisible Government
Visible Governance

One Government
People First
Data Driven

One Citizen
Empowering Citizens
Real Time Actions
Bhu Seva

*Single Source of Truth on Land*
“to be the **Single Source of Truth** of information on land and property, identified uniquely by **Bhudhaar**, and to provide **integrated land services** to the citizens.”
Two types of data for each land parcel

Textual data: Owner, SY NO Ext, etc.

Spatial data: Length, breadth, extent, location etc.
Unique ID, called “Bhudhaar” will be assigned to each land parcel –

- If the unique id is given based on Textual data, it is Temporary Bhudhaar.
  It is like this ....99.365.879.274.. where “99” indicates it is Temporary Bhudhaar, other 9 digits are generated randomly
Bhudhaar- Permanent Bhudhaar

- If the unique id is given based on Textual data+ Spatial data, it is Permanent Bhudhaar. It is like this
  ....28.365.879.2
74.. where “28” indicates it is Permanent Bhudhaar

*The Spatial data includes*

1. The ladder data for FMB
2. The F-line data, Triangulation data
3. The digitisation of FMB
4. The capturing of geo-coordinates of each vertices, i.e., each corner and bend of the land parcel

Permanent Bhudhaar will be assigned after syncing the Textual data with Spatial data. “99” will be changed to “28”
Using CORS to capture geo-coordinates
• **Unique id Bhudhaar** is assigned to every land parcel / property
  • like unique id (Aadhaar) given to all residents

• **LatLong** of every vertex of the land parcel/ parcel enables locating a parcel/ property
  • like Fingerprint/ Iris of person
Bhu Seva is useful to 8 Departments

- Revenue
- Wakf
- Endowment
- Forest
- Registration
- Municipal
- Panchayat
- Survey
Key Features of Bhu Seva

• Purification of Land Records and creation of **Single Source of Truth**
  • Agricultural, Urban & Rural

• Allocation of Unique Id – **Bhudhaar** – to every Parcel & Property

• Streamline all the land-related transactions, through **eKYB**

• Providing **e-Bhudhaar** and **m-Bhudhaar** to the Owners/Assessees

• Promoting development of **Value-added land services**
  • through **Open APIs**

• Design for **easy replication**
Specific Benefits of Bhu Seva
• INFORMATION ON LAND PARCEL

• MUTATIONS -

  - Transfer of title
  - Conversion of land

- Mutations and updating records
  - Transfer of title
  - Conversion of land
  - Succession
    - Partition
    - Gift
    - Sales
  - Land Acquisition
  - Agriculture-to- Non Agriculture
# 1 - eKYB

• e-KYB is the process of identifying the land parcel with the Bhudhaar and authenticating the owner with notified types of Id’s.

• Most of the Land transactions do not require any supporting documents except Bhudhaar.
  • e.g Mutations, Registrations, Agricultural Loans
#2. Integrated Services of BhuSeva

1. Bhu Samacharam
   - comprehensive information on land & property

2. Mutation-as-a-Service
   - on transfer of Agricultural lands, urban and rural properties

3. Conversion to Non-Agricultural Land
4. Protection of Public Properties

5. Streamlining of Market Values

6. Information of Approved Layouts
#3. “Your Property is in Your Pocket”
e-Bhudhaar, m-Bhudhaar with QR Code

- Bank Loan
- Input Subsidy
- Just scan QR code & complete the transaction
#4. From *electronic* to *digital*

- Textual & Spatial data of land was in *Electronic* form
  - in *Meebhumi* portal

- NOW transformed into *Digital* Form
  - *BhuSeva* portal,
  - API-based
  - Bhudhaar Card with QR code

- Ensures secure, undisputed and assured digital data

- Paves the way for paperless transaction.

- Prevents fraudulent transactions
#5. Integration of Textual and spatial data

• Earlier there was no real integration among record of rights, spatial data and registered transaction, though these are all inter-dependent on one another.

• The integration will be achieved only when the core data of land parcel is brought into a single platform and maintained on real time basis.
  • as in Bhu Seva
Scanning the finger prints of land parcel/property – CORS technology

- Accurate location & Area of parcel.
- Replacing the traditional stone survey framework with digital survey framework
  - to make it state-of-the-art
- Making the borders of land parcel-dispute-free.
- Real time updation of data in subdivision of land holdings

Accuracy of 2 CM
The Impact

• Assignment of Bhudhaar to Agriculture land parcels, Urban & Rural properties in advanced stage

  • Agri Land parcels - 2.00 cr out of 2.39 cr (83%)
  • Houses and vacant site in urban - 0.05 cr out of 0.32 cr (14%)
  • House and vacant sites in rural - 0.53 cr out of 0.84 cr (63%)
    • Total - 2.58 cr out of 3.55 cr (73%)

• Bhusamacharam Sheets of agriculture land holding distributed to farmers.

  • No of villages in Phase -1 : 1153
  • No Khatas Bhusamacharam distributed : 3,04,854
  • Modifications required : 31,218

2nd Phase will start after elections, covering all villages in the state
Thank You!

ANDHRA PRADESH
India’s Sunrise State