

Govt services over cellphone

PANAJI: Moving ahead of e-governance, the state government on Friday took a step into m-governance.

Chief minister Digambar Kamat launched state portal Goa State Service Delivery Gateway (SSDG), and national Mobile Service Delivery Platform (MSDP) under the national e-governance plan.

This integrated infrastructure will help citizens to avail of government services online from anywhere and anytime using the internet and state portal. The state portal along with e-forms and SSDG will be available online at www.goa.gov.in.

Importantly, to enhance delivery of e-services to citizens through cellphones, the state also launched MSDP.

Demonstrating how this integrated system works, a citizen was made to file an on-line application for a ration card from the citizen-centric service. He soon received an SMS with his application number. After a short while, he checked the status of his application by sending an SMS with his application number. A return SMS confirmed that his application was approved.

In the first phase, five services of the department of civil supplies and consumer affairs were launched and more services of other departments are expected to be added to SSDG/MSDP soon.

The five services of the civil supplies department will enable citizens to file applications for deletion of name, inclusion of name, issue of duplicate, issue of new and issue of separate ration cards.

The CM touched upon his government's commitment to make all government services accessible to the common man in their localities through Lok Seva kendras and to ensure efficiency, transparency and reliability of such services at affordable costs to realize their basic needs.

Ajay Kumar, joint secretary, IT department, government of India, said, "It is extreme-

ly significant that MSDP and SSDG have been launched in Goa. Goa is one of the first states to launch these services but there is a need to add more services. Mobile governance is also very significant and is a valuable tool to reach a large section of citizens."

Chief secretary S Srivastava praised the SSDG saying it will fulfill the vision of providing easy and convenient services to citizens through remote access primarily through Lok Seva kendras and enabling the all-new avatar of the Goa state portal.

Sources in the Goa IT department explained SSDG as a common hub for interaction between various stakeholders (citizens, businesses) and service providers (government departments).

The objectives of the state portal and SSDG are to reduce administrative burden and service fulfillment time and costs for the government, citizens and businesses. They are also expected to reduce direct interaction between citizens and the government and encourage e-interaction and more efficient communication through the portal.