

Ministry of Defence: Digital Transformation -E-chhawani

Facilitating services for people through digital technology

Cantonment areas...

Cantonment areas are primarily meant to accommodate the military population and their installations and comprise of both military and civil population.

The categories of Cantonments depend on the size of population residing inside a Cantonment. The 62 Cantonments represent the green areas which strive to maintain ecological balance while at the same time providing better civic facilities to the residents.



The overall municipal administration of the notified Cantonments is under the Cantonment Boards. The Station Commander of the Cantonment is the ex-officio President of the Board and an officer of the IDES or Defence Estates Organisation is the Chief Executive Officer who is also the Member-Secretary of the Board.

Command-wise segregation of Cantonment Boards

CB's under Central Command



Agra



Allahabad



Almora



Bareilly



Chakrata



Clement
Town



Danapur



Dehradun



Faizabad



Fatehgarh



Jabalpur



Kanpur



Landour



Lansdowne



Lucknow



Mathura



Meerut



Mhow



Nainital



Panchmari



Ramgarh



Ranikhet



Roorkee



Shahjahanpur



Varanasi

CB's under Western Command



Ambala



Amritsar



Bakloh



Dagshai



Dalhousie



Delhi



Panchsagar



Jalandhar



Jammu



Jatoog



Kasauli



Khasyol



Subathu

Command-wise segregation of Cantonment Boards

CB's under Southern Command



Ahmedabad



Ahmednagar



Ajmer



Aurangabad



Babina



Belgaum



Cannanore



CBSTM



Dehuroad



Deolali



Jhansi



Kamptee



Kirkee



Morar



Nasirabad



Pune



Saugor



Secunderabad



Wellington

CB's under Northern Command



Badamibagh



Barrackpore



Jalapahar



Lebong



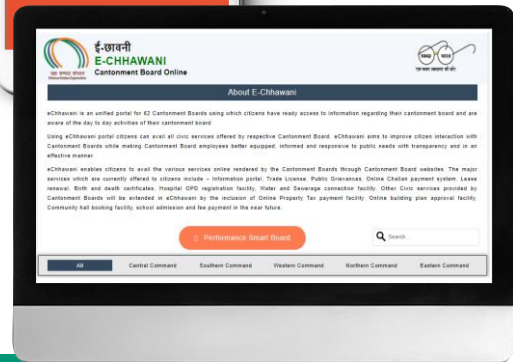
Shillong



**E- chhawani -
digital
transformation
journey**

E-chhawani – a citizen centric process re-engineering exercise

Launched on 16th Feb 2021, E-chhawani has paved the way for faster delivery of services for the Cantonment residents and business in operation or seeking opportunities to operate*



Multi-tenancy architecture of the portal increases flexibility, maintainability, and scalability and allows different components to be independently deployed, maintained, and updated, on different time schedules



Transformation in the way Cantonment Boards interact with citizens and businesses – complete overhaul in process



Single window – for availing services offered by Cantonment Boards



Convenience of availing services 24*7 from the comfort of home



Reduction in time for approvals with defined timelines for according approvals – **service delivery made swifter**



Accountability ensured with performance smartboard capturing performances of various CB's

“

**Portal
launched in
4 months
covering all
62
Cantonment
Boards**

“

Convenience of availing services from comfort of home is a real boon for cantonment residents

*Soft launch of e-chhawani portal was done in January 2021 while official launch was done in February 2021. Since users had registered in January 2021, data is being taken from January 2021

The Multi-tenancy architecture benefit for e-chhawani portal

Under System of multi-tenancy architecture, a single system serves multiple tenants or groups of users. Multi-tenant architecture provides every tenant with a dedicated share of the system instance, including configuration and data.

Benefits of multi-tenancy

Convenient maintenance

e-Chhawani allows for a single interface to manage delivery of services, collection, and revenue

Fast deployment and upgrades

Multi-tenancy makes it easy to add new features while vastly increasing time-to-value.

Privacy and security:

Easy to patch and maintain a single security system across all 62 Boards citizens Cantonment

Cost

Costs for items like databases, resources and applications are shared across CB's which reduces cost

Analytics and Dashboards easily deployable

Analytics, such as dashboards and reports, across all 62 Cantonment can be applied easily

Maximizing Resource Usage

Any resource not used by one CB can be used by another without any manual intervention or downtime

“

With multi-tenancy, multiple modules for all **62 Cantonment** Boards can be managed in **one place**, increasing scalability, reducing cost and improving security.

Introduction of e-chhawani has been immensely beneficial....



A complete overhaul in process - All services by Cantonment Boards to be provided via e-chhawani



Reduction in time for grant of licence and inspection



Reduction in number of documents



Standardization of forms - across all Cantonment Boards to ensure uniformity



Public grievance redressal timelines fixed for ensuring faster redressal



Site inspections done away with for grant of trade licence*



E-chhawani

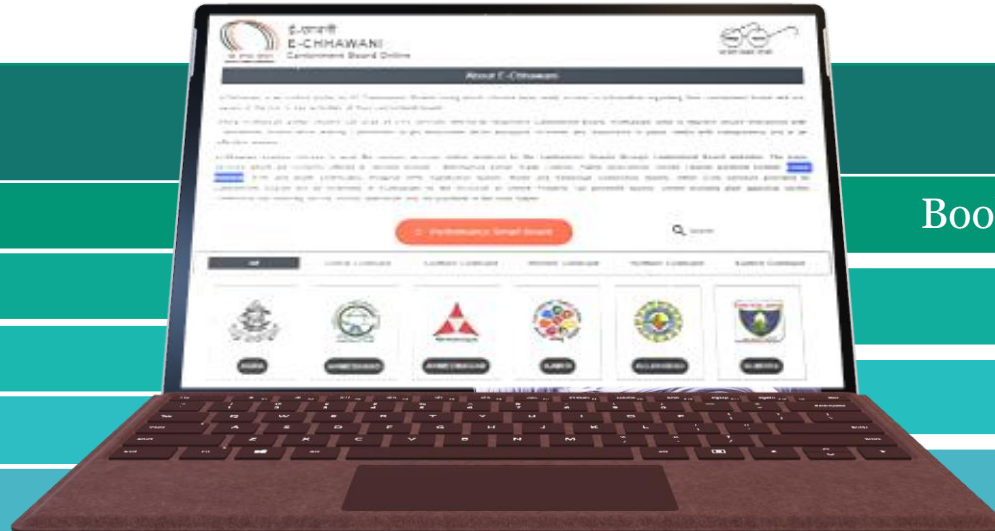
Trade Licence

Public Grievance Redressal

Birth and death certificates

mCollect

Lease renewal/extension



Services

Booking of community halls and water tanker

Online OPD registration facility

Property Tax

Water and Sewerage connection facility

*site inspection is applicable in few cases such as for eating establishment etc.

Positive feedback from the Cantonment residents highlights the citizen centricity of reforms...

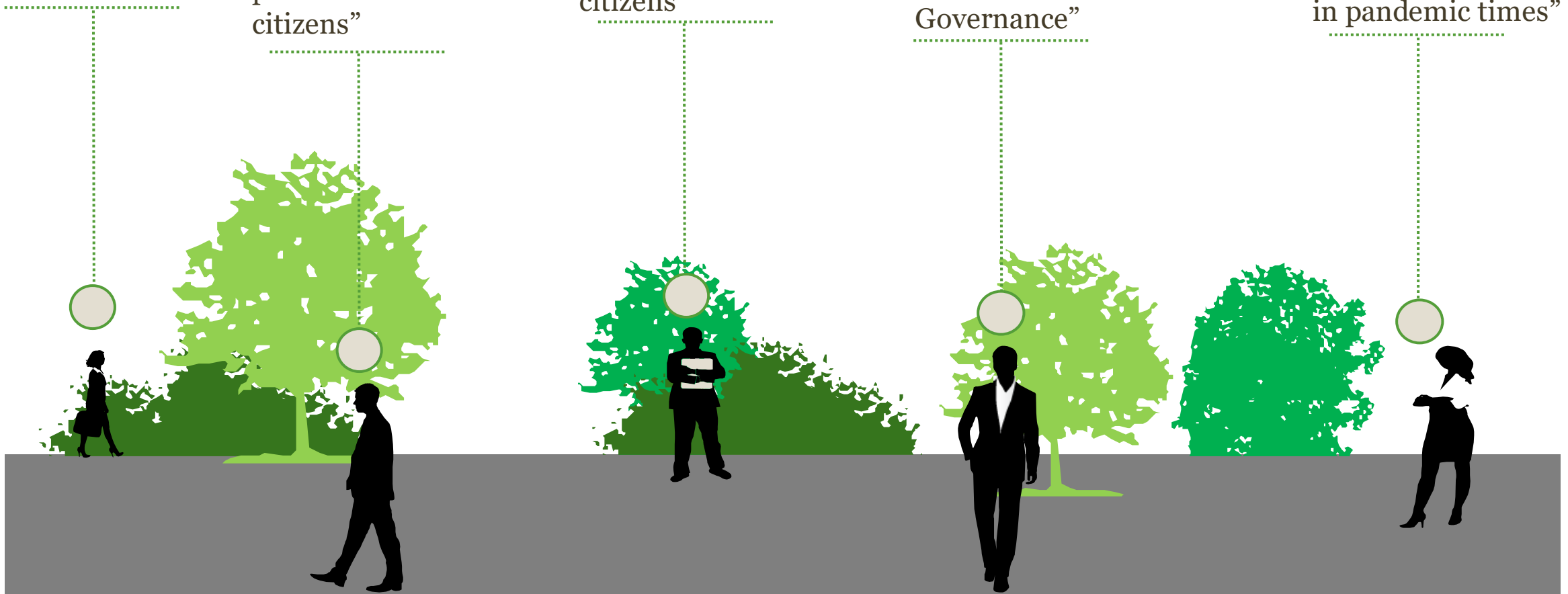
“Single Window for all services provided comfort”

“Quick response of grievances through Public Grievance Redressal module provides relief to citizens”

“Door - Step services for elderly citizens is appreciated by citizens”

“Digitizing of all the services has provided a perfect example of Minimum Government with Maximum Governance”

“Operating your account from anywhere has eliminated physical visits which is a huge boon specially in pandemic times”



Embracing a digital working environment, Cantonment Board employees have been up to the task and e-chhawani has made their working easier and faster

Employees are the backbone of any organization, and their satisfaction is a must for positive service delivery.

E-chhawani has made it easier for employees to manage their workload as a shift is made to digital service delivery mechanism.

“



With paperless services, **workload has been reduced**

“



Digital Payment has **reduced** the cash handling burden

“



Due to well defined roles and responsibilities, **delegation of work has been well-organized**

“



Monitoring, supervision and tracking has become easy

“



Office records can be **maintained and stored easily**, reducing paperwork

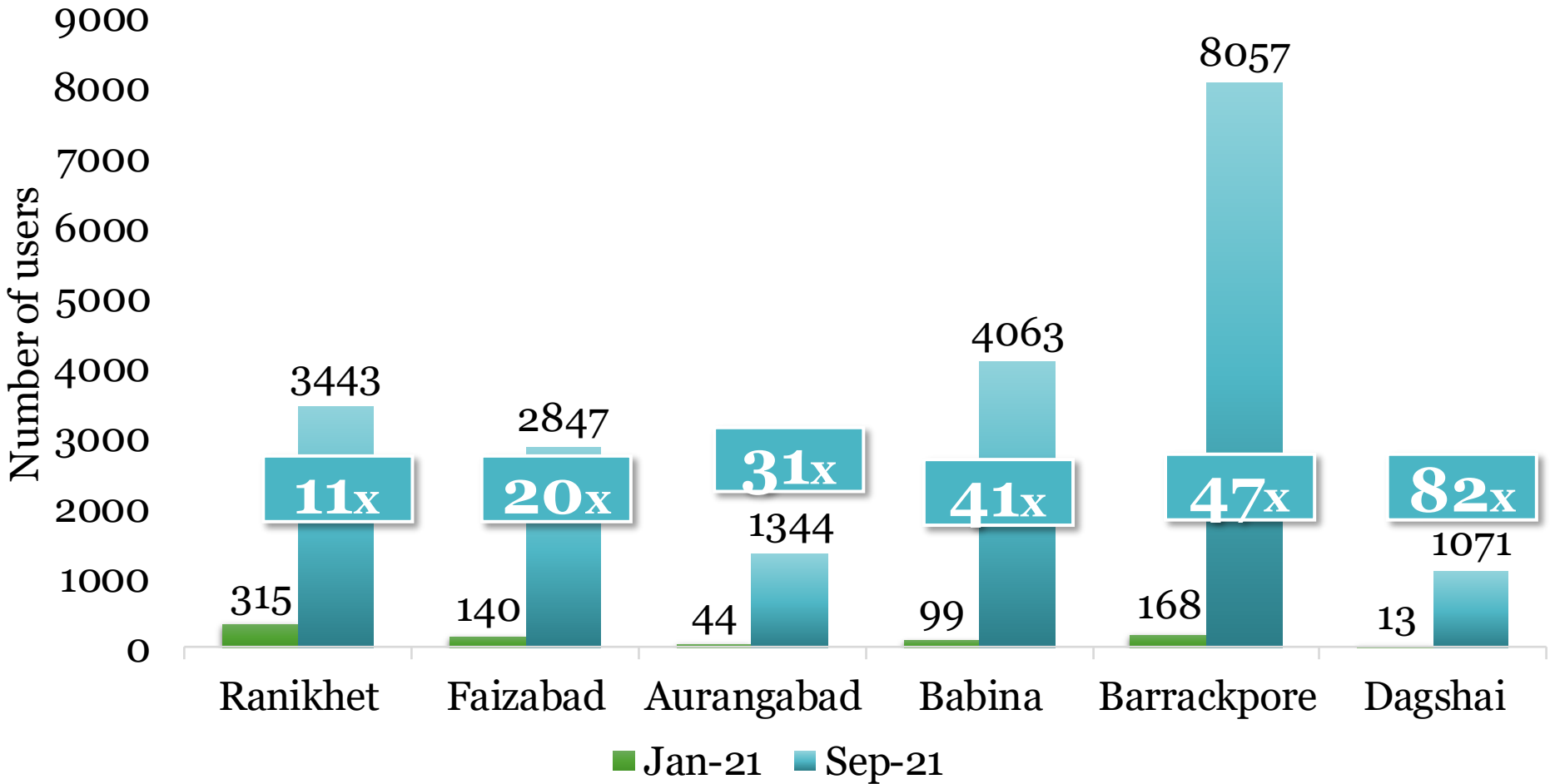
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Upskilling with an exposure to new technology and new working style

Tremendous increase in e-chhawani usage with effect from launch in January 2021* to September 2021

Multi-fold increase in e-chhawani usage from its launch in January 2021 till September 2021

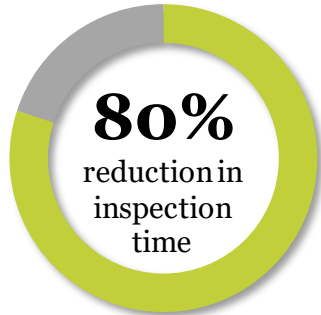


E-chhawani has seen tremendous usage increase across all Cantonment areas which shows the success and positive effect same has had in public service delivery.

Some of the examples are highlighted in the graph.

Obtaining trade licence - faster than ever...

System for receiving applications online and grant of licences has been in operation since 16th Feb 2021.



From 30 days to 06 days



Grant of license in 15 days, 60 days earlier



4 documents required by all CB's, 15 required earlier



Number of steps reduced from 9 to 4



Site-inspection is now done only for 3 categories, earlier same was done for all 6 categories



Submission of Self-declaration for permissions from other Govt. departments



Driving uniformity across all 62 CB's

- Trade Licence is a mandatory requirement for carrying out any trade in Cantonment areas.
- Process for grant of trade licence has been transformed completely with a focus on bringing in **ease of living and ease of doing business** in cantonment areas and uniformity of procedure across all 62 Cantonment Boards

Accelerating business growth

Nainital Cantonment Board

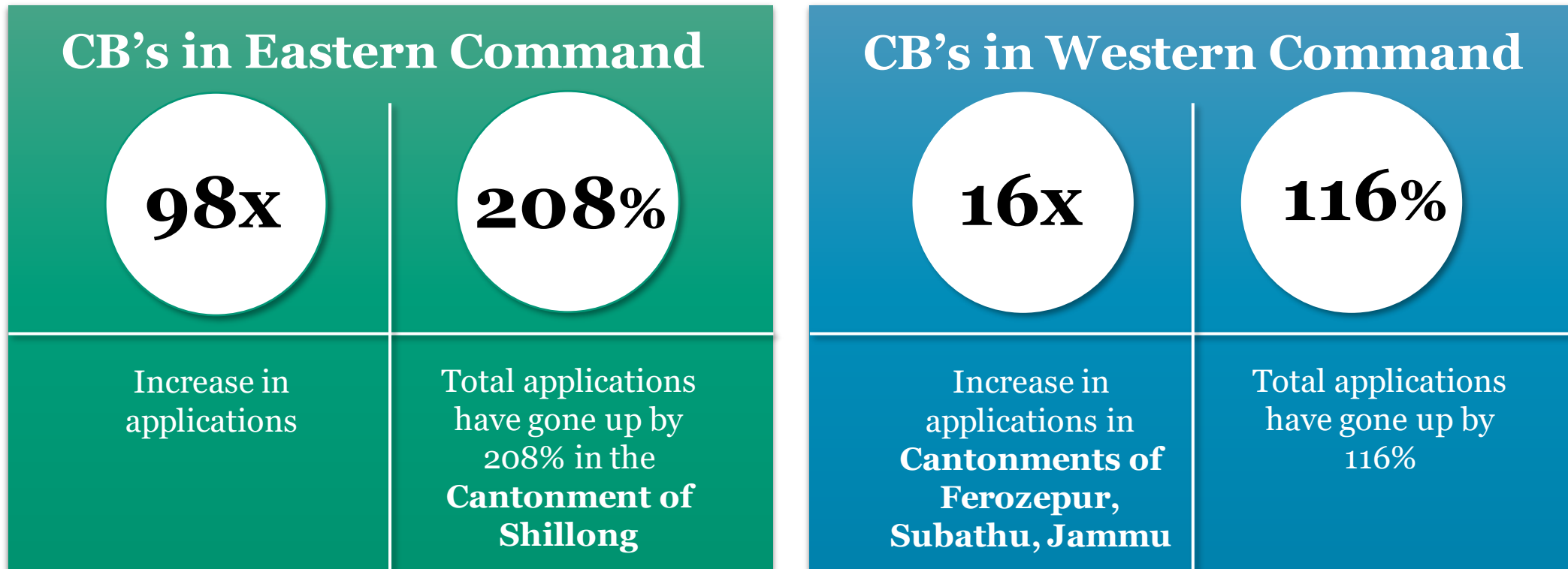
granted trade licence in **1**

day*, putting ease of doing business at the forefront

Usage of e-chhawani has increased manifold for trade licence.....

Embracing the change in service delivery mechanism, instances of usage of e-chhawani portal by citizens and businesses has increased manifold

Post introduction, Cantonment Boards in Eastern and Western Command have seen most usage of e-chhawani portal for trade licence with multi-fold increase in number of applications



Reducing time for resolving grievances with an online Public Grievance Redressal system

A Public Grievance Redressal (PGR) standardized online module has been introduced from 16th Feb 2021 to replace independent mechanisms of each Cantonment Board

PROMOTING EASE OF LIVING

With time bound redressal and option to re-open complaints, the issues are resolved to the satisfaction of the citizens in real sense.

KEY TRANSFORMATIONS



Timebound redressal introduced for increasing satisfaction among residents



3 days timebound disposal of public grievance mandated

75%

Average time reduction in resolution of public grievances by Cantonment Boards **for the period of April-September 2021** compared to the period from February-March 2021

Leading by example...

Shillong Cantonment Board resolved public grievances in 1 day compared to an average 10 days earlier



**1
day**

Simplified process for obtaining new water & sewerage connections

System for receiving online applications for new water connections has been working since, 16th Feb 2021, adding convenience for cantonment residents with no requirement to physically visit the Cantonment board at any stage of application, which was the case earlier.



Applications submitted **only** to be **online**



Reduction in number of documents



Single stage inspection and **reduction** in inspection time

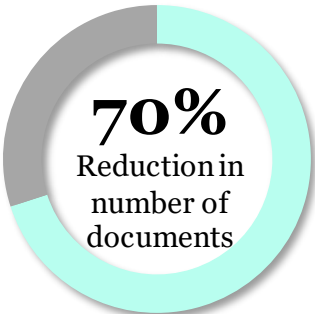


Time bound service delivery



Standardized form across all 62 CB's

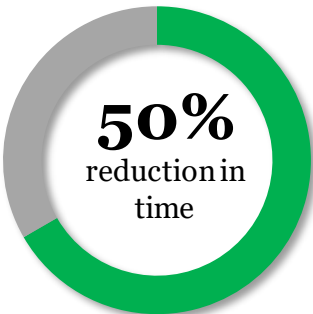
Transformative Improvements impact



3 documents required by all CB's, 10 were required earlier



From 15 days to 06 days



From 30 days to 15 days



Only engineering staff checks for technical feasibility



Driving uniformity across all 62 CB's



15 days fixed timeline for grant of connection

Faster lease renewal/extension process

Citizens can now apply for lease renewal online, since 16th Feb 2021 which has led to faster grant of lease extension/renewal.

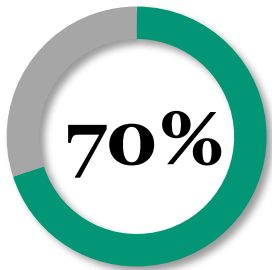
Process flow of online application

Online application filing

Application verified, inspected and approved by CB officials.

On approval, fee to be paid online

Lease renewal document can be downloaded



Inspection time for renewal of leases reduced from average 15 days to 05 days.

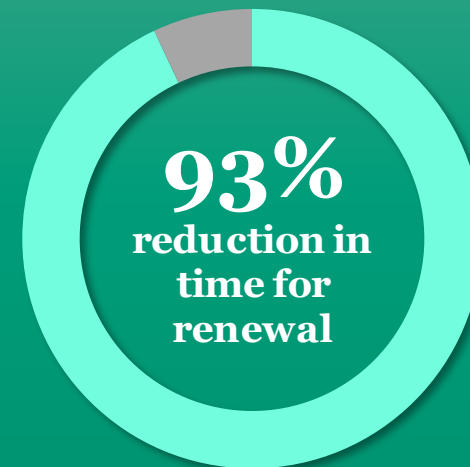


Average reduction in time for renewal of leases

From Jan to March 2021, Deolali received applications (12) for extension while Secunderabad received 14 renewal applications, maximum by any CB's during the period.

From April to September 2021, Pachmari received maximum applications (16 each) for extension while Delhi received 12 renewal applications maximum by any CB's during the period.

A landmark move towards faster renewal of leases



The Southern Command, comprising of 19 Cantonment Boards including Ahmedabad, Ajmer, Jhansi, Secunderabad etc. has granted renewal/extension of lease in 16 days time from an earlier average 229 days

Convenient and user-friendly payment mechanism via mCollect

Promoting ease of living, mCollect helps cantonment residents to make miscellaneous payments online which is a great substitute for making payments in a physical manner, reducing time and inconvenience because of it.

40+

services covered,
including:

Building construction application fee

Shops rent

Rent for mobile toilets

Advertisement tax (hoardings etc.)

Fee for mutation

Compounding fees

Cantonments with
most active usage of
mCollect module**

69x

Increase in number of
users in the
**Cantonment of
Aurangabad**

33x

Increase in number of
users in the
**Cantonment of
Jutogh**

30x

Increase in number of
users in the
**Cantonment of
Subathu**

25x

Increase in number of
users in the
**Cantonment of
Kamptee and Babina**

Instant payment via Bill Genie*

Challan received with
payment link via SMS and
Email.



Payment of Challan to be
made online



Payment confirmation via
SMS and Email.



Download/Print Payment
Receipt

*a cloud-based online account software that automates invoicing from presentment to collection

**Data comparison between Jan-March 2021 and April to September 2021

Adding convenience and reducing waiting time with **Online OPD registration**

Great inconvenience was posed by earlier method of walk-in appointments which led to high waiting time

*For improving **ease of access to medical services**, Cantonment Boards since **15th March 2021** have provided service for online OPD registration of patients for taking appointment with doctors of Cantonment General hospital/dispensary.*

The service provides for confirmed prior appointment with the Cantonment hospital/dispensary for relevant department.

Now patients can:



Choose Department
online for treatment



Select date of appointment
online

With increased convenience on their mind, cantonment residents have been increasingly seeking appointments online

97%

Dehuroad Cantonment has seen 97% people in Cantonment area taking appointments via e-chhawani

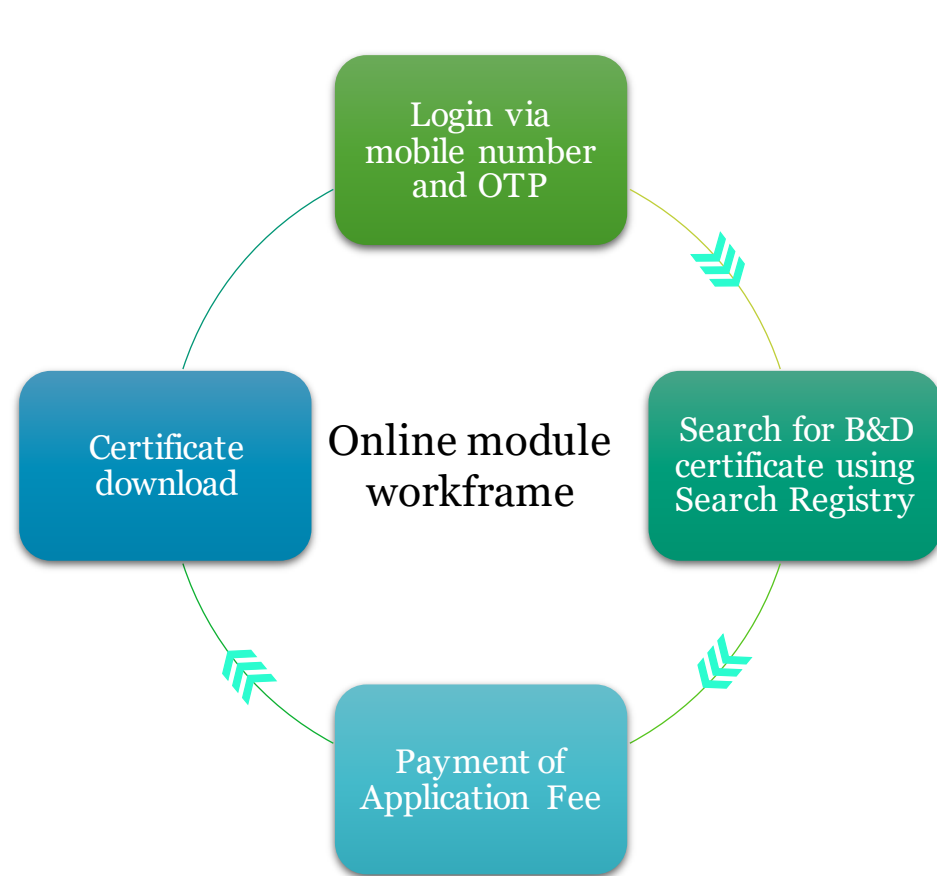
94%

Delhi Cantonment has seen 94% people outside Cantonment area taking appointments via e-chhawani

Digitization of legacy data of Birth and Deaths and downloading of Birth and Death certificates

With creation of online module, digitization of legacy data of Birth and Death has been undertaken by MoD.

Also, Birth and Death certificate download module allows citizen to search and download their Birth and Death certificate.



Reduced physical touchpoint as residents not required to visit Cantonment Board



Reduced time with instantaneous download



Verification of correctness of the certificate can be by **scanning the QR Code**



Property tax payment online module

Earlier scenario

- **Offline** property tax payments which involved multiple visits causing great hardship
- Details of calculation of property tax not available to assessee.

Transformation

- **Increased transparency** in assessment process since all details available online to the assessee
- **Reduction of physical and multiple visits** for payment with online payment gateway

Property tax payment can now be made in 3 easy steps



Search and view property applications/property details



Make payment online



Download applications and payment receipts

100%

property information has been digitized for calculating property tax and assessments

Self-assessment of Annual Rateable Value for assessment of property tax value, to ensure uniformity, standardization and transparency in the assessment is also being introduced

Online Water Tanker Booking and Information about mobile toilets enhance ease of living for the residents

The Water Tanker Booking service provides a digital interface, facilitating citizen for:

- Online booking of Water Tankers,
- Track the application;
- download the payment receipt

Citizen can cancel the application any time before payment or request to cancel after payment and avail the refund - if applicable.

Information about mobile toilets

- Information about mobile toilets is available for each of the Cantonment Board on the unified portal w.e.f. February 2021 for benefit of citizens.
- This provides for easy access to information and adds to convenience for the people.

8 languages

E-chhawani
is one of the
few portals
which is
multi-
lingual

Availability of multiple language option on the e-chhawani portal enhances coverage of the portal and helps people across the country to understand the content and the services offered in a better manner

Applications can now be filed online in regional language

8 languages available - enhancing reach of e-chhawani Pan India

- Hindi
- Kannada
- Telugu
- Malayalam
- English
- Tamil
- Marathi
- Bengali

Recognizing the importance of regional languages and their common usage in regions which inspires confidence in public

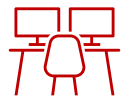
Citizen-first approach

Language options expand the regional reach of the portal for a much wider audience coverage

Expanding regional Outreach

Ensuring convenience to elderly people in availing services via e-chhawani

Door-to-door services have also been started by the Cantonment Boards for elderly people residing in Cantonment areas who may not be conversant or have access to a computer or cell phone



Mobile service desk in Cantonment areas



Helpdesk numbers allocated



189 employees designated



Major Stakeholders of E-chhawani

Steering Committee (acting as a Program Management Unit)

- Planned and designed the programme and proactively monitored its progress, resolved issues and initiated appropriate corrective action.

Domain Advisory Committee

- Involved in day-to-day operations in respect of creation of e-chhawani portal with a focus on process standardization across the 62 Cantonment Boards

Technical Advisory Committee

- Technical inputs and support for implementation of e-chhawani portal

E-Gov and BEL

- Supporting in the implementation phase of e-chhawani portal with development of various modules

BISAG-N

- BISAG-N has done GIS integration on the e-chhawani portal for drainage and water supply.

The transformation continues.....

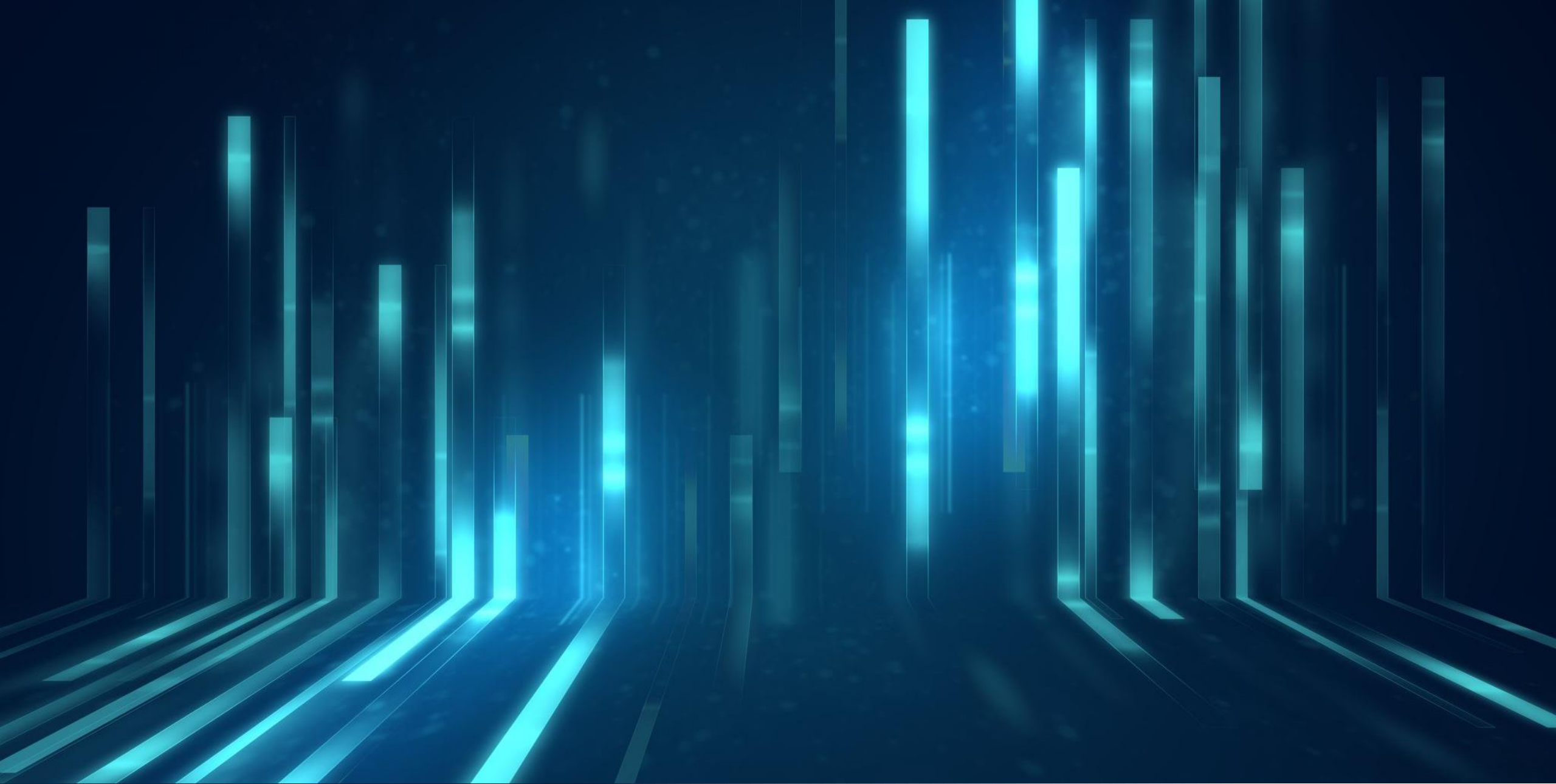
Online modules covering services in cantonment are being continuously developed to make available all services via e-chhawani. Modules under development include:

Permission/Sanction of Building Plan

- To streamline the process for permission/sanction of building plans by Cantonment Boards, the online Building Plan Approval System, is being introduced for commercial entities of Cantonment Boards, with Common Application Form (CAF), online payment of fee, uploading of few documents only for easy verification and approval by the CB/CEO.

Water and sewerage connection with GIS integration

- With GIS integration on E-chhawani portal, a user will get login credentials through which he/she can mark a water pipeline or fill the attributes like area in square feet, personal details like house no., district etc. for drainage and water supply.



रक्षा मंत्रालय
MINISTRY OF
DEFENCE

सत्यमेव जयते