



Citizen Civic Center

An e-Governance initiative of
Drishtee

About Drishtee



Drishtee is a Social Enterprise which has

- Worked in Rural India for over 10 years and adapted the '**4C**' approach i.e.- **Community, Capacity, Credit and Channel.**
- Has focused on Rural Entrepreneurs
- Has established that sustainable models are possible.
- **Of the 4Cs, Drishtee has focused more on Channels**
- Pioneered & popularized the e-kiosk / telecentre model

This model has been adopted in many parts of the world, as also by the Government of India for its project to establish 100000 Community Service Centres in villages across India

- ✓ Has evolved to become a low cost direct delivery Rural Supply Chain on which several critical services can ride.
- ✓ Over 14000 outlets across the Northern and North-East India (Focus on UP, Assam and Bihar)
- ✓ Geared to expand in Adjacent States

About Drishtee



- Started as a Limited Company,
 - “Drishtee Development and Communication Limited” (Drishtee Dot Com Ltd. at inception) [DDCL]

- Created an NGO arm
 - ‘Drishtee Foundation’
 - for leveraging on the network created and for research

- Created an e-Governance arm
 - **'Cyber Infodev Pvt. Ltd.'**
 - for providing e-Governance services

- The Group
 - Drishtee Development continues to create the infrastructure of franchisees while
 - The research, training, induction and services are provided by Drishtee Foundation.
 - **All e-Governance services is provided by Cyber Infodev Pvt. Ltd.**
 - All the three organisations work closely leveraging on each other

- **Drishtee has been used here to imply the Group.**

Awards & Recognition



2010 Ashoka Changemakers Award in Health

2008 Invitee Clinton Global Initiative

2007 'Technology Pioneers' - World Economic Forum

2007 Citation by Dalberg Consultants consulting for IFC Washington

2006 Red Herring '100 Asia Award'

2006 ZDNet 'Technopreneur of the Year Award'

2006 Deloitte Winner, 'Top 50 Companies'

2006 Invitee at 'Clinton Global Initiative and Citation'

2005 Schwab Foundation - 'Social Entrepreneur of the Year Award'

2004 Ashoka – Fellowship for Social Entrepreneurship

2003 World Bank 'Development Market Place Award'

2002 Winner of Digital Partners 'Most Promising Social Enterprise Award'

2001 Winner of World Bank Infodev's 'Best ICT Stories'

2000 Gyandoot Winner of "Stockholm Challenge Award"



IBM Centennial Grants Winner - 2011



Centennial
Grants



Centennial Grants support projects that apply IBM's smarter planet strategies to community service, and can become a model for similar volunteer engagements elsewhere. IBM has awarded 11 Centennial Grants of up to \$100,000 each, totaling nearly \$1 million worldwide. The grants will fund innovative projects developed by IBM volunteers in areas such as healthcare, energy conservation and food safety.

Drishtee Foundation (India)

Rural India lacks access to critical information and technology. This grant will fund a Smart Rural Aggregation Platform to help transform Drishtee's model villages into sustainable Smarter Villages, by aggregating services and products related to livelihood, agriculture and information.

About Cyber Infodev Pvt. Ltd.



- **An e-Governance arm of Drishtee**
- **Over 10 year of ICT experience**
- **Providing ICT solutions to District Administration, Municipal Corporations & Government Agencies**

VISION

To reach technical excellence in our solutions and to achieve the highest standards of quality through continuous Research and Development.

MISSION

To provide customized solutions to the problems of various businesses and government departments through the use of various Information Communication and Technology (ICT) tools, backed by our varied experience and expertise

GOAL

To streamline administrative processes using an efficient service delivery mechanism through Information and Communication Technology.

Services



- **Setting up of e-Governance centers**
- **Softwares for the implementation and monitoring of Rural development programs and schemes**
- **Digitalization of documents**
- **Surveys**
- **Data entry**
- **ICT consultancy services**

Project Experience



- **Property Tax collection & other services of Patna Municipal Corporation**
- **Jan Suvidha Kendra (Single Window Centers) in 5 states of India**
- **Developed First ICT Project in India – “Gyandoot” for Dhar District, Madhya Pradesh**
- **Developed various e-Governance software such as – BPL Soft, SGSY, IAY, Arms Licenses etc.**
- **Developed various web sites, portal and Software applications for government and private organizations**

Why Neev Citizen Civic Centre ?



To assist government for providing various services to citizens

- **Efficiently**
- **Economically**
- **Conveniently**
- **Transparently**
- **Technologically**



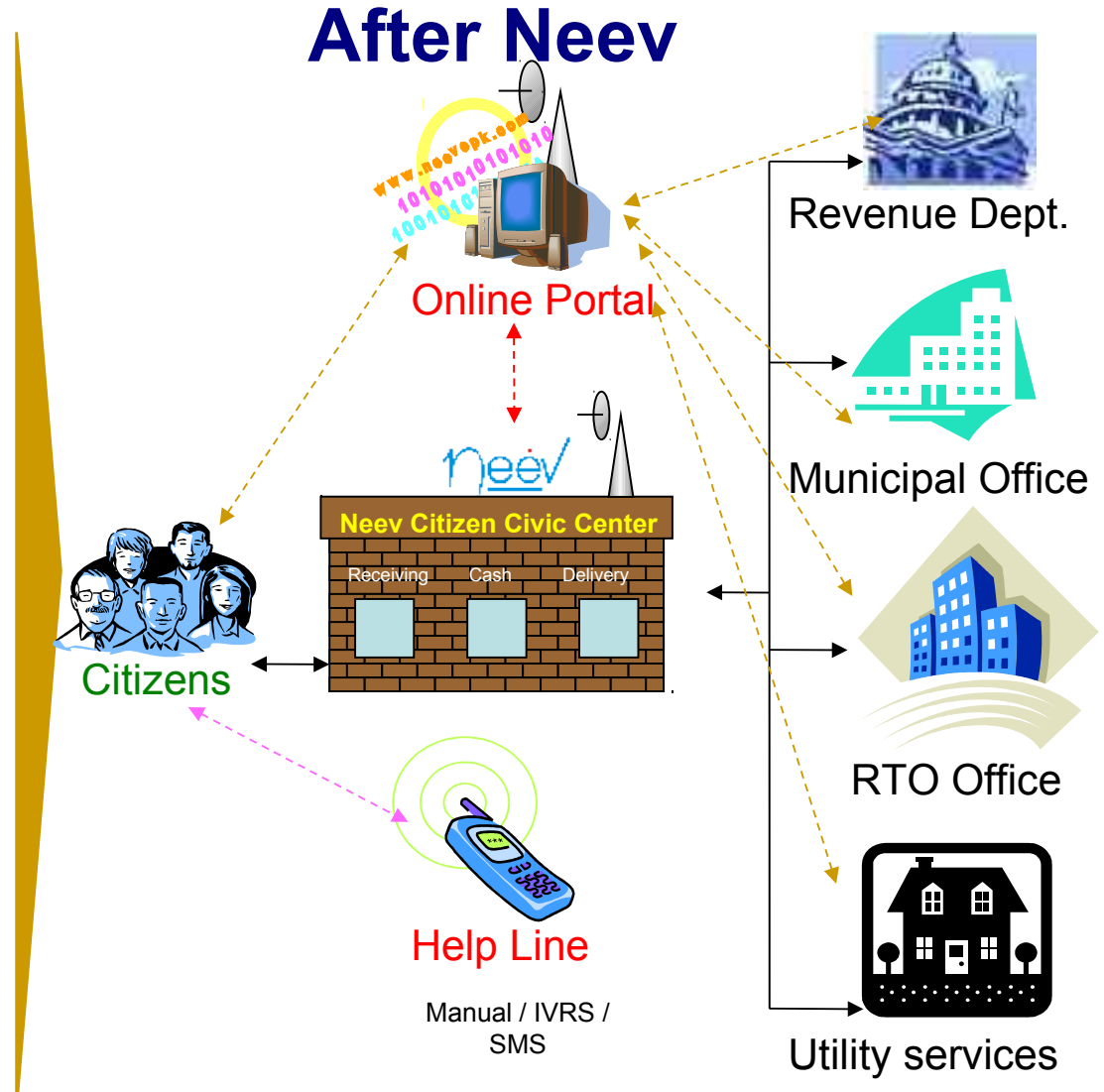
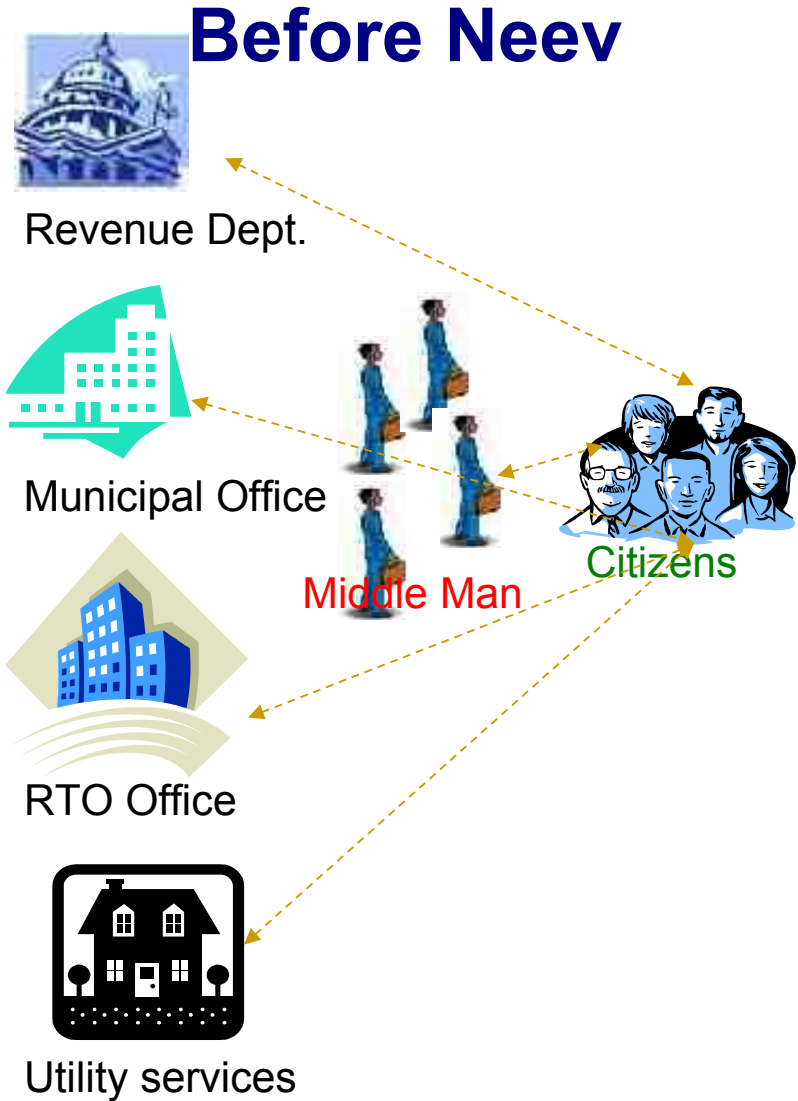
Salient Features of Neev Citizen Civic Center



- Self Sustainable Citizen Interface Model
- State-of-the-art Software Application
- Call Centre, Web, SMS, IVRS and Manual support for Citizen
- Online MIS for Government
- TAT based service delivery
- Experienced manpower for smooth service delivery
- 14 years of experience in e-Governance

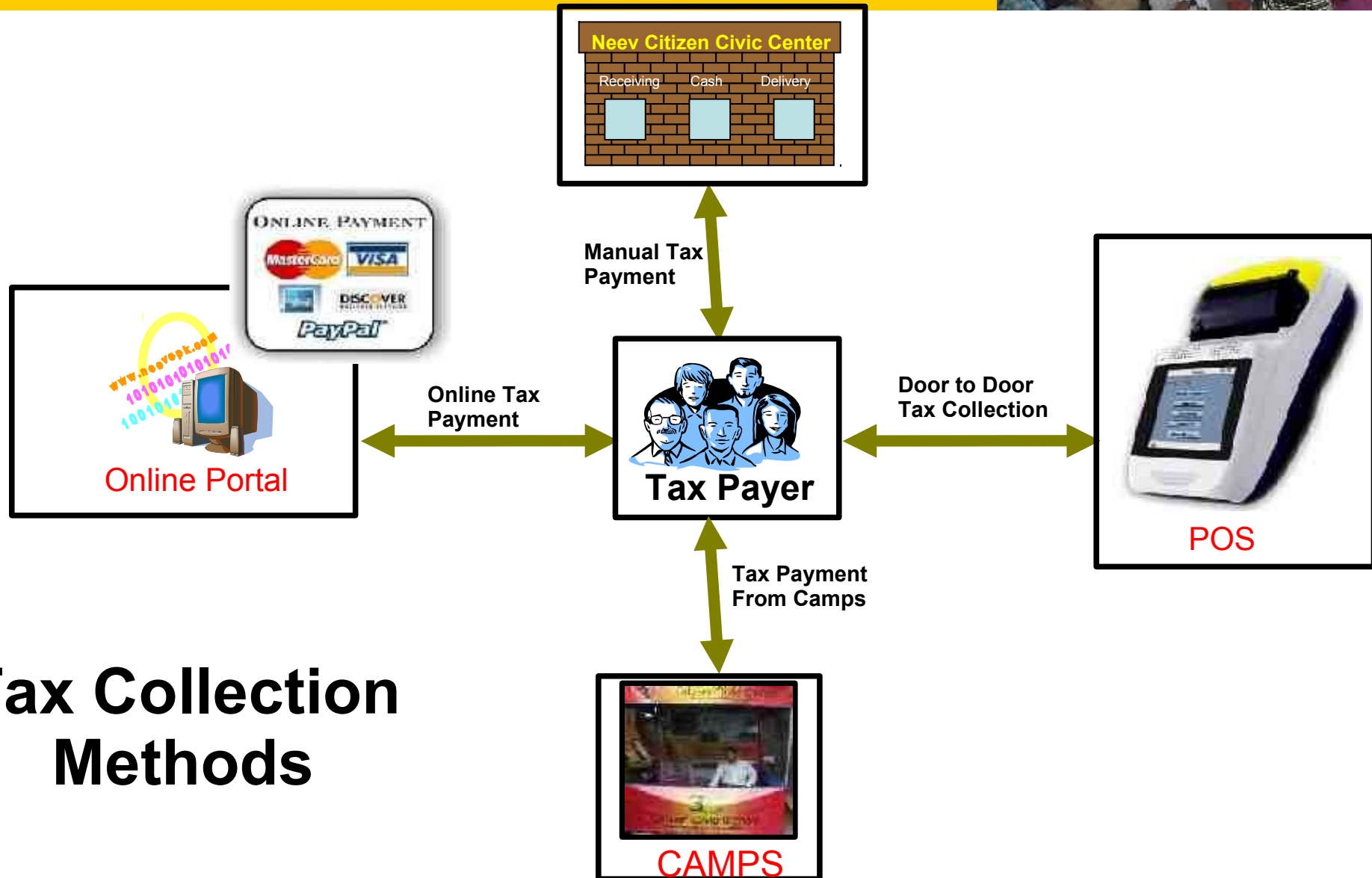


Neev Citizen Civic Center Model (Certificate Services)



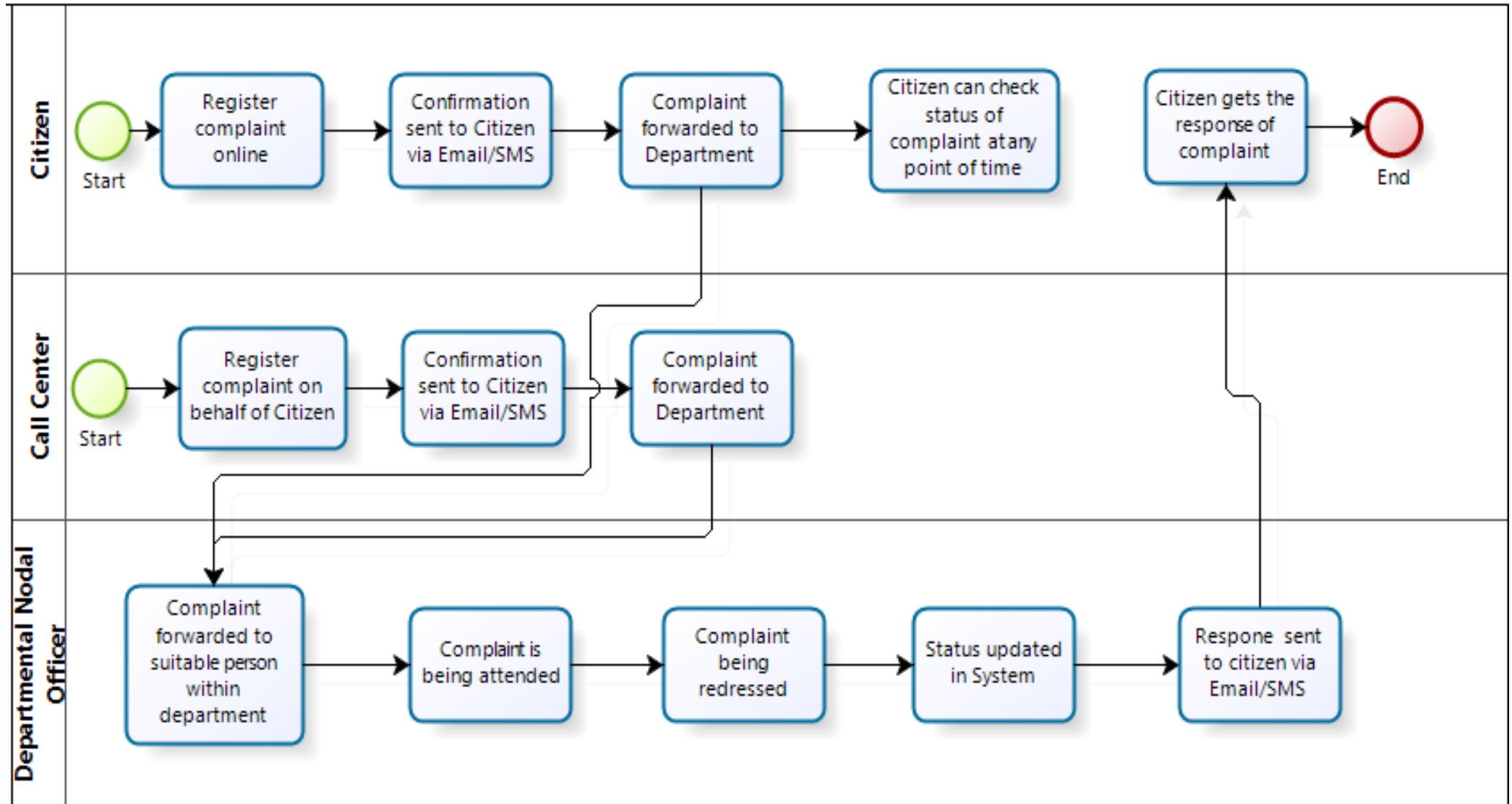
Municipal Services

(House, Water & Sewerage Tax Collection)

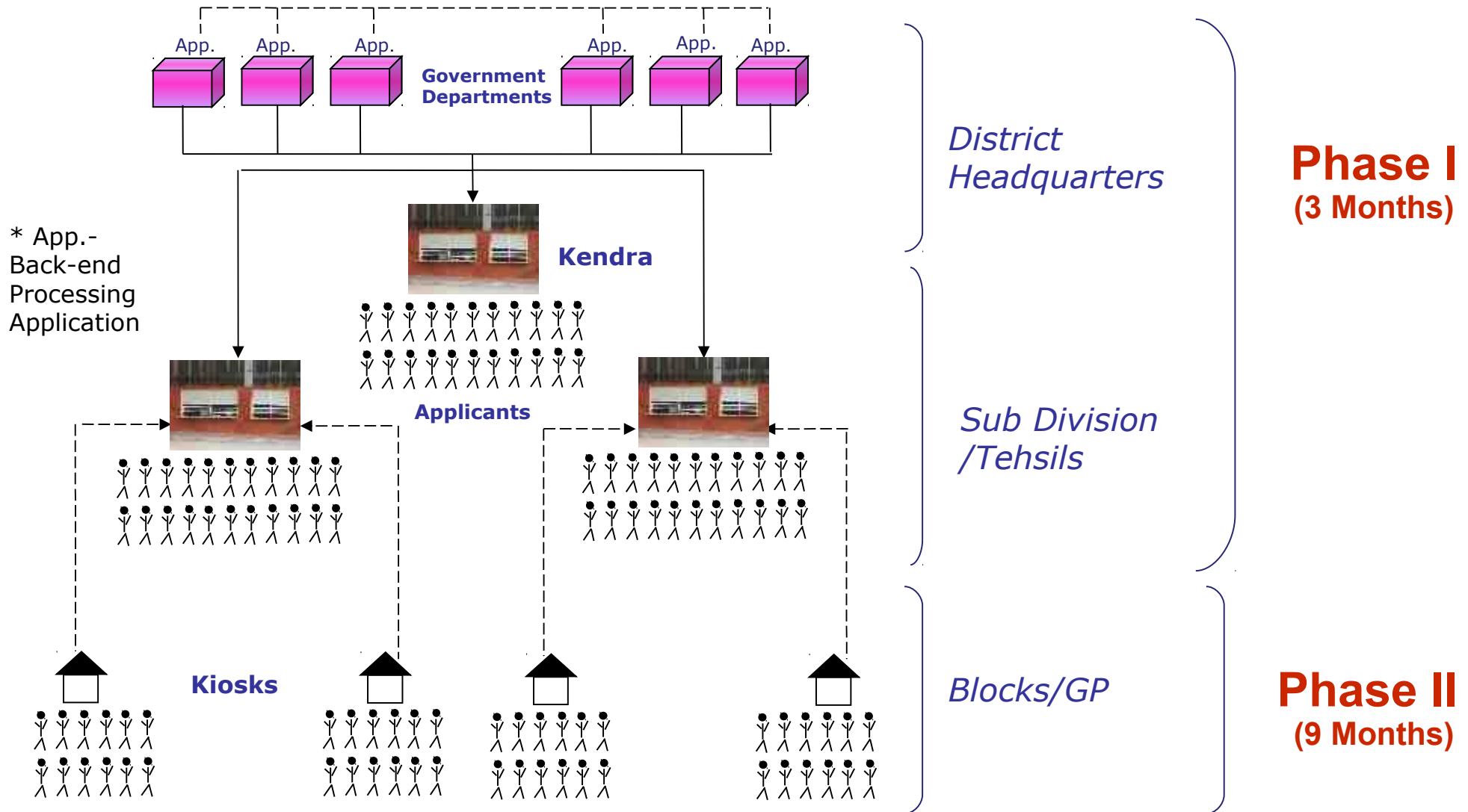


Tax Collection Methods

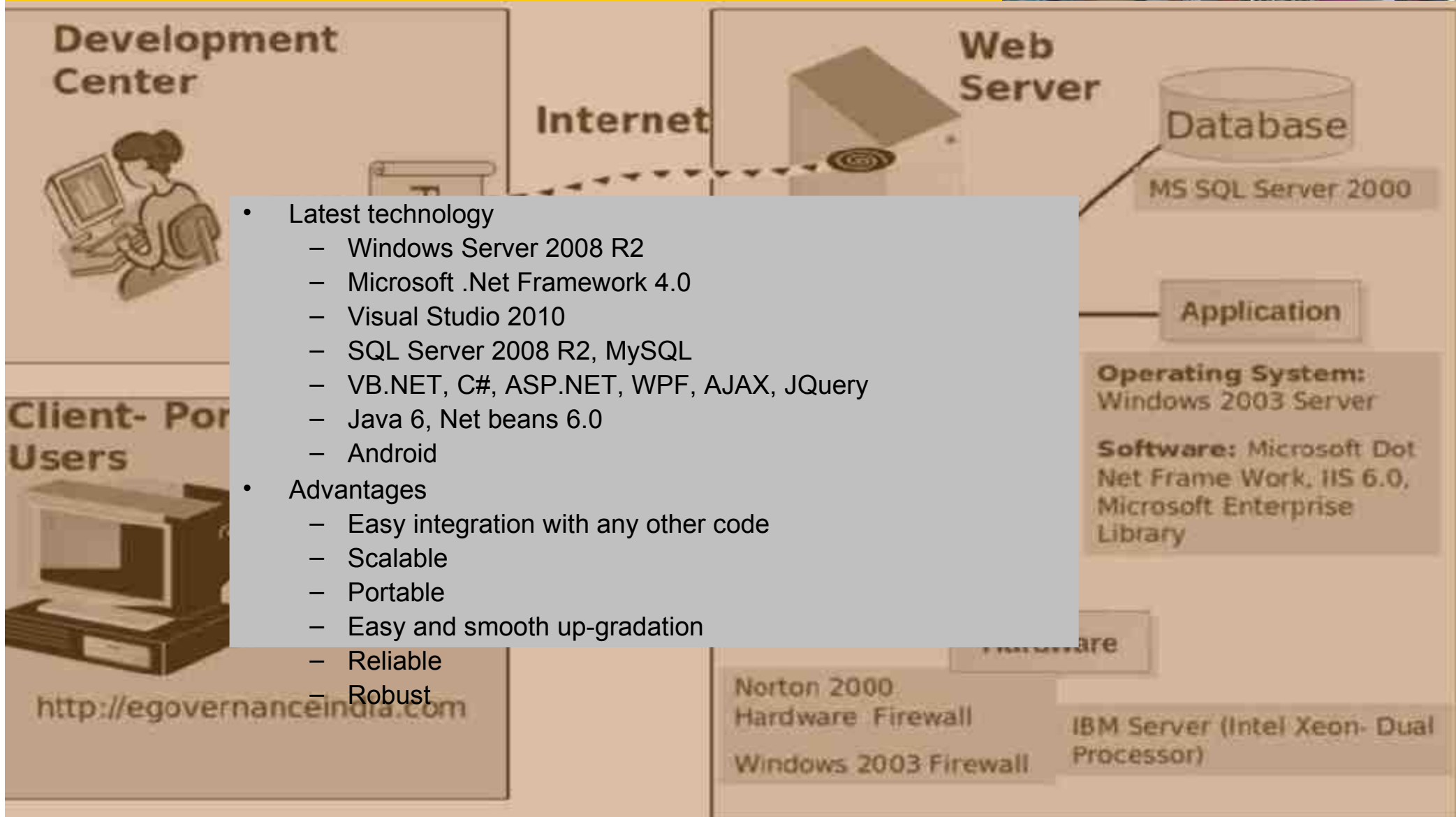
Grievances Redressal Model



Implementation Plan



Technology



Thank you very much



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