Gujarat Digitises 20 High-Demand Citizen Services

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The Government of Gujarat has digitised 20 high-demand citizen services to enhance efficiency, transparency, and accessibility in public service delivery. This move is part of the state's broader push towards strengthening e-governance and reducing dependency on physical paperwork and office visits.

Objective of the Initiative

The main aim of this initiative is to promote faceless, paperless, and cashless governance. By digitising frequently used services, the government seeks to ensure faster processing, minimize delays, and improve citizen convenience. It also reduces administrative burden and enhances transparency in service delivery.

Key Features of Digitisation

The digitised services incorporate advanced digital tools such as Aadhaar-based authentication, integration with DigiLocker for document verification, and e-Sign facilities. Citizens can make payments through National Payments Corporation of India's UPI system, and certificates are issued with QR codes for easy verification. A single data entry system allows reuse of citizen data across multiple services, making the process more seamless.

Departments and Services Covered

The initiative covers key departments such as Social Justice & Empowerment, Revenue, Food & Civil Supplies, Legal, and Tribal Development. The services digitised include issuance of caste certificates (SC/ST/OBC/EWS), income certificates, non-creamy layer certificates, ration card-related services, and affidavit services. These are among the most frequently availed services by citizens.

Significance of the Initiative

These 20 services account for a large volume of applications annually, making their digitisation highly impactful. The move is expected to significantly reduce processing time, eliminate redundancy, and improve accuracy through digital verification. It also strengthens the overall digital governance ecosystem in the state.

Background and Implementation

The initiative is based on recommendations of the Gujarat Administrative Reforms Commission (GARC) and is part of the "Sugam Digital Gujarat" programme. It has been implemented with the support of the state's Science and Technology Department to modernize governance systems.

Digital India Programme (2015):

? Flagship initiative to transform India into a digitally empowered society

DigiLocker:

? Launched in 2015 under MeitY for secure cloud storage of documents

Aadhaar:

? World's largest biometric ID system managed by UIDAI

UPI (Unified Payments Interface):

? Developed by NPCI for real-time digital payments

e-Governance in India:

? Focuses on SMART governance (Simple, Moral, Accountable, Responsive, Transparent)