

Impact of How-Pension in Uttar Pradesh

(The Handicap, old age and widow pension information system)

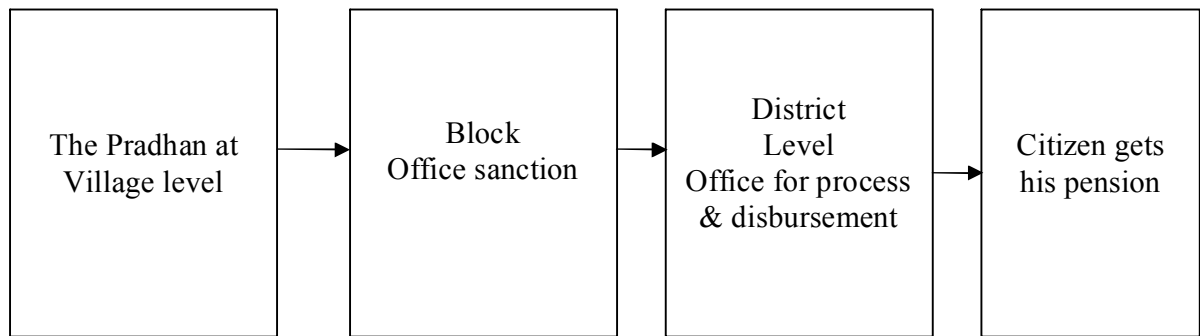
This study is based on the pension system of widow, handicap and old age. The pension system of handicap and old age is handled by District Social welfare officer and widow pension is handled by the District Probation officer. With the help of these three type of pensions we will cover 4% of total population of Kanpur Dehat. This much of citizens will be facilitated in a better manner and they will be informed about the processing of pension and the movement of the pension. This will also facilitate to direct credit pension to the a/c of the core banking banks like SBI.

The Old System of Pension

The old system of all three pensions was complex system, in which citizen has to interact with at least 3 to 4 government system¹. E.g. He has to contact Gram Pradhan to get sanction, he has to contact block office & if the system is not clean then he has to contact district level officers. After making several trips it his good fate & good luck that he gets his pension done and he is able to receive the amount allocated for him. After getting first installment, he is not clear that if he will get the next installment or not. Even It is found many times that the hierarchy is not maintained and the pensioner serial no is not maintained many times. The system is opaque and the citizen will be running to the offices to get some information about his pension, which is already sanctioned. Many times, it is also seen that District level officers are also less interested to give the information to the citizen, otherwise the sanction & pension sent to bank information can be published to internet.

The old flow of information

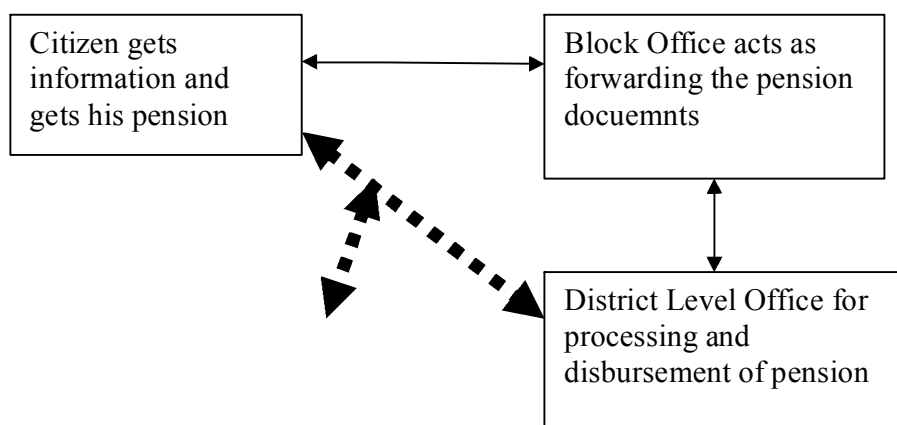
¹ government system here is referred as the 4 government offices.



The New ICT based Model

The new model of pension is software based approach, which will facilitate the citizen to monitor his pension & the work of district level offices will be minimized and will be in full control of the employees and the officers. The senior officers will be able to get the information at their finger tips. Now the opaque system will change into the transparent system for the citizen and for the senior officers of the government. By the new service delivery model the citizen will get the information about the sanction/sending/transfer of the pension to the bank etc information at the click of the mouse. So, this system will empower the citizen by giving power to him to monitor his pension. Now the pensioner of the district will be interacting with the URL <http://kanpurdehat.nic.in/nss/>

The new flow of information





The application wise it will have two parts.

Offline module : This application will run at DSKO/DPO office and will be role based to enter/edit/delete/lock the pensioner.

Online module : This is a website base information management system, which will be accessed by the citizen, DSKO, DPO and the Senior Officers of the district. Its address will be <http://kanpurdehat.nic.in/nss/>. This is the e governance website of Kanpur Dehat which caters the citizens of Kanpur Dehat and now it will also cater the (HOW) the pensioner of Handicap, Old age and the Widow pension. One option is added to the already created website.