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Edition: Chandigarh

Headline: BLS international implementing a citizen-centric approach to deliver government services

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BLS International implementing a citizen-centric approach to deliver government services

Transparency and accountability are two pillars of a good governance. It is very important for any government to ensure the delivery of its programs and activities for reaching out to the citizens without leakage and pilferage. On the lines of e-Sampark Centres in Chandigarh, Punjab has set up 2,147 "Sewa Kendras" across the state providing about 82 services, including applying for various documents at one centre with a minimal fee. These centres act as a catalyst to help people in getting their routine administrative work done. BLS International has played a momentous role in the success of Punjab Sewa Kendras, as the company operates and manages all these 2,147 centers.

The Kendras provide services related to birth and death certificates, arms license, power supply bill, water and sewerage bill, tenant verification among many others defined under the Punjab Right to Services Act, 2011. Today, "Sewa Kendras" are the single-point of contact for the citizens of Punjab for all the government related documentation needs. In order to run these Kendras successfully, effective training is essential to enhance the productivity, capabilities and knowledge of the employees. BLS International follows a 7-day training schedule for all their front-end operators. During the training, the employees undergo 2-day classroom training educating them on the basics/know-how of processing the applications followed by 5-day on the job training which helps them to gain live experience of the Sewa Kendras.

Dell Addresses Challenges Around

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Headline: Punjab Sewa Kendra crosses 4 million footfalls, touches lives of 10 percent population in nine months.

and see how much fun you can have with the Postcards!!" the company said on App Store.

Punjab Sewa Kendras crosses 4 million footfalls, touches lives of 10 percent population in nine months

Punjab is the best embodiment of success of e-governance in India. Started by BLS International Services in the middle of August, 2016, the 2,147 Sewa Kendras have already clocked a footfall in excess of 4 million in a matter of nine months of operations. It is expected that 50 percent of the population of Punjab would visit and depend on Sewa Kendras close to their homes in the next one year.

E-Governance is the latest concept in administrative reforms sweeping across the globe. Thanks to enormous strides in IT and internet connectivity, the governments and local bodies can serve the citizens directly and efficiently without excessive paperwork and middlemen. At a stroke corruption and red tape is minimized while the gains of e-governance are immense and immediately perceivable on the ground: greater transparency and accountability in the delivery mechanism. The citizens learn to trust the governments as the benefits reach them directly without hassles in a streamlined process driven manner.

The Department of Governance Reforms currently provides 82 citizen-centric services of the proposed 223 to people working with 17 departments under one roof in these Sewa Kendras. Any citizen of Punjab can approach any of the 2,147 Sewa Kendras and apply or renew various documents like Birth & Death Certificate, Arms License, Affidavit Attestation, Bus Passes, Electricity Bill Payment, Identity Card Services, Marriage Registration, etc.

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