CITIZEN CENTRIC WEB PORTAL OF GOVERNMENT OF DELHI

Screenshot of Web Portal

Screenshot of website

Developed by Information Technology Dept. of Govt. of Delhi

CITIZEN CENTRIC WEB PORTAL OF GOVERNMENT OF DELHI

The web portal should be a single window access for providing all information and services with the philosophy that if a person cannot find specific information relating to the State on the same it can be presumed that it is not available anywhere else.

Unlike other States, Delhi as a Union Territory and National Capital Territory of country has multiple service providers. For example, health services are provided by hospitals run by Union Government, State Government, MCD, NDMC, Cantonment Board and many private organizations & NGOs. The multiplicity of the authority makes it more difficult for citizens as a consumer of such services to find exact information. Similar is the scenario with issue of certificates/licenses. The need of a well organized portal looking primarily at services and making portal as the single point access for all such services was the main focus while designing the portal.

Thus, the twin objectives of new design of web portal of Delhi Government were orienting information contained in 70 odd departmental websites in a citizen centric manner.

This portal triggered a chain of feedback from all occupations. Keeping the feedback, discussion with E-Governance Gurus and experience of other states/countries in mind, new design of portal making it truly citizen centric was started in April'03.

Online Services

This version of Portal of Government of Delhi has online services for citizens as given below:-

- Online registration of new private vehicles
- Information about old vehicle for buying/selling purpose
- Tender Notice Information System
- Online filing of applications for 11 type of certificates in Delhi
- Online birth, death, marriage certificate
- Online booking of community halls/parks.

Organization of Information

Following are the broad categories under which information has been organized:

- Application Forms, Certificates, and Licenses
- Apply online for certificates
- Environment, Health and Education
- Property Tax, Birth Certificate, etc
- Emergency Services, Blood Bank, etc
- Vehicle Registration, Driving License, DTC, Metro and Railways
- Marriage Registration, Vehicle Registration, etc.
- Pay Electricity Bills, Phone Bills
- Ration Card, Election, Voting, Passport
- Police, Courts, Traffic
- Tourist Related Information
- Welfare Schemes
- Daily Rates of Fruits / Vegetables / Grains
- Delhi Subordinate Service Selection Board
- Tender Notices

Bronze Icon Award given to this software at 7th National Conference on e-Governance, 2003

URL : http://www.delhigovt.nic.in