

## Directorate of Minorities, Karnataka: Use of ICT for simplicity of Operation and handling of public records

### Introduction

To address issues such as shortage of human resources at state/district level, as well as lack of accountability and transparency, State Minority Department of Karnataka introduced user- friendly applications and incentivized state/district officials for greater participation and better performance. Also, the state has been reported to be one of the top performing states under the Pradhan Mantri Jan Vikas Karyakram (PMJVK), during national Key Informant Interviews (KIIs). The state has undertaken innovative solutions to ensure on time delivery of projects, as well as generating awareness through involvement of NGOs.

### Intervention

Karnataka Minorities Department adopted strategies to bring about transformation and positive impact:

- **Use of Information Technology** – NIC developed the state minority website where details related to all the schemes, progress reports, as well as PMU data is available in a comprehensive manner.
- **Capacity Building and Training-** The department also provided training to 30 district welfare officers and 60 data entry operators on the usage of applications.
- **Information Centers-** In order to generate awareness about the schemes undertaken by the state department, information centers have been set-up to assist minority beneficiaries.
- **Concurrent Evaluation-** The department proactively shares data with Karnataka Resident Data Hub and also conducted training for all district welfare officers and data entry operators.
- **Involvement of NGOs:** NGOs have played a significant role in implementing minority schemes in the state. NGOs such as Karnataka Zakat Foundation, Cigma Foundation, Talent Research Foundation, Rayan Foundation, Millat NGO, etc. create awareness about minority schemes in the minority-dominated areas.

### Impact

IT initiatives undertaken by the state department have increased efficiency of outputs/processes and have led to timely reporting of physical progress under the PMJVK scheme. Also, it has helped in greater coverage of beneficiaries as well as in achieving 98 per cent utilization of the budget earmarked for financial year (2017-18) for the department. Around eight schemes in the department have been made online since 2016-17. The shortage of resources at district level has also been addressed through district information centers which are well equipped with staff. The shift from paper-based to data-based system has led to faster dissemination of information amongst stakeholders, ease of data sharing with different stakeholders, reduction in paper-based documentation and greater transparency.

Source: KPMG's State KII, Karnataka