



Delhi launches doorstep delivery of government services

Posted at: 11/09/2018

Highlights

- After months of planning, the Delhi government launched its ambitious project to deliver public services at the doorstep of residents.
- From driving licenses to marriage certificates, Delhiites can now apply for 40 government documents to be delivered at their homes for a fee of Rs.50 per service.
- The applicant would have to call 1076 and fix an appointment with a mobile sahayak, who will go to their home and help with filling forms, payment of fees and collection of documents.
- The mobile sahayak would then submit the documents at the government office concerned, which would post the certificate or licence once issued.
- Due to the large volume of calls, 2,728 were connected and 1,286 were answered by the operators, the government said.
- The calls that were attempted but were unable to connect would be returned by the operators, it said.
- Of the calls that were answered, 369 led to appointments for home visits by the mobile sahayaks, who collected documents from seven applicants as of 6 p.m.

Teething troubles

- Speaking about the project, Mr. Kejriwal said there could be teething troubles for the next few days.
- From Tuesday, the number of operators would be increased to 80 from 40 and the number of phone lines to 120 from 50.
- The project, which has been outsourced by the Administrative Reforms Department to VFS Global, had received the Cabinet's in-principle approval in November 2017.
- Terming it a historic day, Mr. Kejriwal said the move would end the long waiting time at government offices, the scope for touts to operate and increase productivity.
- He said the number of services to be home-delivered would be increased to 100 within three months.