



# CM Launches 3 New E-governance Initiatives Including Pro-Active Divyang Pension Service

## Why in News?

On April 19, 2023, Haryana Chief Minister Manohar Lal started 3 new initiatives, taking a step forward in the direction of good governance through e-governance. These include 'Pro-Active Divyang Pension Service', 'Tau Se Poocho' WhatsApp bot and 'Portal' for online room booking of PWD (B&R) rest houses.

## Key Points

- Addressing the press conference, the Chief Minister said that these three IT initiatives would prove to be a milestone in the state government's vision of paperless and transparent governance. These initiatives will make the beneficiaries more digitally empowered.
- **Pro-Active Divyang Pension Service-**
  - Pro-Active Divyang Pension Service has been started to provide benefits of Automated Pension to Persons with Disabilities (PWD).
  - The relevant data of PwDs verified as more than 60 per cent PwD in the Parivar Informatics Data Repository will be certified by the Haryana Family Identification Authority every month.
  - The data of all such Divyang found eligible after verification will be shared with the service department as per the eligibility criteria prescribed by the scheme. The District Officer of the Service Department will go to these citizens to get their consent for starting the pension. Pension will be started next months for all the disabled who have given consent.
- **'Tau Se Poocho' WhatsApp Bot**
  - Along with the web-based chat-bot solution created by the Haryana Family Identity Authority; the 'Tau Se Poocho' WhatsApp bot will respond to citizens' queries quickly.
  - It will be easily accessible to everyone, and citizens will be able to communicate easily on WhatsApp sitting at their homes.
  - Technologies like artificial intelligence, machine learning and natural language processing have been added to this integrated digital platform.
  - This platform will save the time of the citizens as well as the government. An analytical study of the queries received will certainly prove helpful in the process of redressal of grievances.
  - Citizens can ask questions about the status of various data fields as well as services like income, marriage, public distribution system, ration card, caste, pension and grievances.
  - The integrated Tau and WhatsApp bot will answer relevant queries related to the Family Identification Number. Families can interact with the integrated Tau Ask & WhatsApp bot for advice on the application process, documents required, eligibility, government regulations and benefits of various programmers.
- **'Portal' for online room booking of PWD (B&R) rest houses-**
  - Government officials, as well as private people, can also book rooms online in rest houses from the portal developed for booking rooms in rest houses of the Public Works Department (Building and Roads).
  - Through this portal, applicants can now check room availability, book rooms, pay the booking amount online, and cancel bookings. For this, the applicant will have to pay the entire amount online at the time of booking.

- IDBI Bank with the portal. The bank's payment gateway services have been added. If the booking is cancelled within 24 hours of check-in, 20 percent of the booking amount will be deducted. No refund will be given if the booking is cancelled less than 24 hours after check-in.
- Through this portal, private individuals can also book rooms online in these rest houses. There are some conditions for this, in which 25 percent of the vacant rooms can be booked 15 days (about 2 weeks) before booking.
- You can book 50 percent of the vacant rooms up to 7 days before booking and 75 percent of the vacant rooms up to 3 days before booking. But rooms will not be booked for private people 3 days before the date of booking.

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