Odisha One Unified Citizen Portal

Authority: *State* ***Department Name:*** *Electronics & Information Technology Department* ***State Name:*** *Odisha* ***Best Practice Number:*** *1*	***Name of the Best Practice:*** *Odisha One Unified Citizen Portal* ***Is the reform a part of BRAP Action Plan:*** *Yes*

Question	Answer
Evidence Submitted	Yes (Online portal is available in the public domain along with the user guide)
Is the Reform replicable across other Ministries or States/UTs	Yes
Reform Category	Digitization, Simplification, Transparency, Accountability
How reform was implemented	Administrative changes
URL of the portal/website (if applicable)	https://www.odishaone.gov.in/citizen/
Pre-reform scenario	Earlier there was an absence of an integrated platform to provide citizens with easy and streamlined access to multiple government services and relevant information in Odisha. Hence there was no centralized point of access

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Question	Answer
Objective	• Improved Access to Government Services. • Increased Efficiency of service delivery. • Transparency and Accountability. • Advancement of E-governance practices
Details of stakeholder consultations	• Citizen • Village Level Entrepreneurs / Urban Level Entrepreneurs of Mo Seba Kendra • Service Centre Agencies (SCA) • Service Providers such as Line Departments/Directorates/State PSUs/Corporations/Statutory entities of the State. • Payment Gateway Service providers
Number of citizens benefited	6,65,113
Data regarding ground level difference resulted due to reform	• There are 564 numbers of services are online available in Odisha One. • Out of which 155 numbers of services have been end-to-end integrated. • There are 2,87,346 numbers of registered citizen users. • There are 6,926 numbers of on-boarded Mo Seba Kendra (MSK). • Total numbers of online transactions performed through citizen is 6,65,113. • Total numbers of online transactions performed through MSK is 56,13,499.