

Role of Innovation in Business - Delivery of “Social Security Pensions” by Innovative Method of Electronic Money Order

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I. INTRODUCTION

Business of a Government in general is to provide to all its citizens the ways & means for their welfare which is directed towards creation of an egalitarian society.

A democratic country like India has its unique constitutional responsibility of providing to all its citizens, Social Justice and Empowerment of its down trodden. In this context, Government of India in collaboration with the State Governments has undertaken various schemes for the upliftment and empowerment of the deprived, economically weaker sections and destitutes. One such scheme operational in government of Karnataka is “Social Security Pensions”.

Though the scheme has been in existence since 2 decades, government was facing problems in delivery of pensions due to lack of systems, innovations and motivation of persons responsible for disbursement.

During April-2011, Treasuries of Government of Karnataka has undertaken initiation in implementing of e-governance in Administration, wherein lot of changes were undertaken and one of the initiative which is more concerned to

Poverty elimination & empowerment of downtrodden is efficient, reliable & on time delivery of “Social Security Pensions” which will enable beneficiaries sustain their life with the pension amount.

Government of Karnataka, has adopted change by implementing e-governance initiative, in delivery of Social Security Pensions by replacing existing method of payment through Money Order with the Innovative Method of payment through Electronic Money Order(EMO), which requires only Digital Signature with Electronic mode of Transfer of data. Whereas the old method of delivery of pensions required each and every document to be manually prepared and signed by the competent authority, which forced the government for undue delays in delivery as the beneficiaries in the scheme is around 1.18 lakhs in Kolar Dist. The delay was normally 34 days in each case. Concern for the delay led to innovation in the system of delivery.

The rationalized innovative system of delivery of “social security pensions’ has reduced the delay of process time from **34 days to 5 days as detailed below**

Sl No	Old System of Delivery of Pensions	No of Days	Innovative System of Delivery of Pensions(EMO)	No of Days
1	Printing of MO's	9	Generation Of EMO's	Day 1
2	Signature of MO's	9	Digital Signature	-
3	Preparation of Volumes of 100 MO's each	4		
4	Sending MO's to Post Office	1	Online Trasmitting of Data	Day 1
5	Payment of Amount through cheques for each volume	1	Consolidated payment through a single cheque	Day 1
6	Realisation of cheque amount to Post office	3	Realisation of cheque amount to Post office	Second day
7	Actual Payment to Beneficiaries	7	Actual Payment to Beneficiaries	3 days
		34days		5 days

To illustrate a case study of Social Security Pensions of Kolar Dist is undertaken, it has a total of 1,18,754 pensions, with the breakup of each category as detailed below.

Old Age Pensions: :25731
Indira Gandhi Pensions: :01931
Destitute Widow Pensions: :30800

Physically Handicap Pensions: :08786
Physically Handicap Pensions75%: :06522
Sandya Suraksha Pensions: :44984

To conclude it is to state that innovation has led to efficient
& on time delivery of pensions to the beneficiaries.

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