**NAME OF CATEGORY- NOMINATION FOR e-GRAM ENERGY BILL COLLECTION AT GRAM PANCHAYAT IN GUJARAT STATE INNOVATIVE USE OF ICT BY STATE GOVERNMENT PSUs’**/ **COOPERATIVES/ FEDERATIONS/SOCIETIES**

**1.** **Coverage – Geographical and Demographic** :-

(i) Comprehensiveness of reach of delivery centres,

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| --- |
| Sub division offices of Gujarat DISCOM Covered. |

(ii) Number of delivery centres

|  |
| --- |
| 5378 Gram Panchayat centres of Gujarat state covered. |

(iii) Geographical

(a)National level – Number of State covered

ONE

(b) State/UT level- Number of District covered

24

(c) District level- Number of Blocks/Taluka covered

213

Please give specific details:-

|  |
| --- |
| 1,96,882 Sq. KMs area covered of Gujarat State. |

(iv) Demographic spread (percentage of population covered)

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| --- |
| 13.38 % of Total Consumers of DISCOM of Gujarat State. |

2. Situation Before the Initiative (Bottlenecks, Challenges, constraints etc with specific details as to what triggered the Organization to conceptualize this project) :

|  |
| --- |
| Stand alone , offline , Human intervention in system installation interface , User tracking missing , Delay in revenue realization |

**3. Scope of Services/ Activities Covered** (Relevance of choice of application for clients/ PSU, extent of e-enablement in terms of number of processes/services, extent to which step in each service/process have been ICT- enabled #)

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| --- |
| Web enable using state WAN Network , Reduced Man Power, User Tracking, Collection Tracking, Paperless System, User friendly, easy communicated & secured System. |

4. Strategy Adopted

(i) The details of base line study done,

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| --- |
| Web enable using state WAN Network, Reduced Man Power, User Tracking, Collection Tracking, Paperless System, User friendly, easy communicated & secured System. |

(ii) Problems identified,

|  |
| --- |
| Stand alone , offline , Human intervention in system installation interface , User tracking missing , Delay in revenue realization |

(iii) Roll out/implementation model,

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| --- |
| Company wise Circle offices wise of DISCOM |

(iv) Communication and dissemination strategy and approach used.):

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| --- |
| By e-mail & Mobile |

5. **Technology Platform used-**

1. Description,

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| --- |
| Front end PHP, Backend Database - MySQL |

1. Interoperability

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| --- |
| Open source - LINUX |

1. Security concerns

|  |
| --- |
| Unique password by using CAPCHA |

1. Any issue with the technology used

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| --- |
| Till date no issue. |

1. Service level Agreements(SLAs) (Give details about presence of SLA, whether documented, whether referred etc. #)

|  |
| --- |
| Technical support by in house staff. |

**6. Enhancement of Productivity** (Give details about impact on volume of transactions handled per employee, Productivity of machines/ resources#)

|  |
| --- |
| In House |

**7. Efficiency Enhancement** (Give specific details about the following #)

1. Volume of transactions processed,

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| --- |
| 7,24,777 Receipt (approx.) per month processed |

1. Coping with transaction volume growth

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| --- |
| Yes |

1. Time taken to process transactions,

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| --- |
| 30 second per consumer with receipt printing. |

1. Accuracy of output,

|  |
| --- |
| 100 % |

1. Number of delays in service delivery

|  |
| --- |
| NIL |

**8. Service Delivery** – Business/ Client Centricity (Give details about improvement in interaction with clients and outcome for clients, relevance of access points, Length and Breadth of services provided online etc. #)

|  |
| --- |
| Sub Division, Division, Circle & Corporate offices of DISCOM of GUJARAT |

**9. Citizen Centricity** (Give specific details on the following#)

(i)Impact on effort, time and cost incurred by user,

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| --- |
| Efforts are minimum & consumers are facilitate by a service |

(ii) Feedback/grievance redressal mechanism,

|  |
| --- |
| 24\*7 support for grievances is available through e-mail, mobile, messaging & by in built support option. |

(iii) Audit Trails,

|  |
| --- |
| 100 % secured and no incident of any fraud or Mal practiced noticed. |

(iv) Interactive platform for service delivery,

|  |
| --- |
| Telephone & e-mail. |

(v) Stakeholder consultation

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| --- |
| Client side uses GSWAN connectivity. |

10. **User convenience** (Give specific details about the followings #)

1. Service delivery channels (Web, email, SMS etc.)

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| --- |
| For Web, e-mail services, No service delivery channel partner. |

1. Completeness of information provided to the users,

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| --- |
| Online |

1. Accessibility (Time Window),

|  |
| --- |
| 24\*7 access to user of day. |

1. Distance required to travel to Access Points

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| --- |
| NA |

1. Facility for online/offline download and online submission of forms,

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| --- |
| Online facilities for download the reports. |

1. status tracking

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| --- |
| Real time centralized system for status tracking. |

**11. Innovation** (Give details on how the usage of technology is exemplary, any use of new and emerging technology, impact on number of steps required, identification and removal of bottlenecks/ Irrelevant steps etc. #)

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| --- |
| Uses Web interface & open source platform. |

**12. Defined and Achieved outcomes** (Give details about extent of improvement in terms of organizational objectives, output targeted in the beginning of the project and output achieved, extent to which the project is able to reach/ fulfill the requirements of planned beneficiaries etc. #)

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| --- |
| Real Time System, Faster revenue realization, consumer satisfaction. |

**13. Sustainability** (Give details about sustainability w.r.t. technology (technology used, user privacy, security of information shared- Digital Signature/ Encryption etc. #), Organization (hiring trained staff, training etc#), financial (Scope for revenue generation etc. #)

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| --- |
| Technology used is latest by today, secured access to system with user password. |

**14. Adaptability Analysis**

1. Measures to ensure adaptability and scalability

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| --- |
| Scalable |

1. Measures to ensure replicability

|  |
| --- |
| Possible |

1. Restrictions, if any, in replication and or scalability

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| --- |
| Nil |

1. Risk Analysis

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| --- |
| Nil |

15. **Result Achieved/ Value Delivered** to the beneficiary of the project-(share the results, matrices, key learning’s, feedback and stakeholders statements that show a positive difference is being made etc):

1. **To organization**

|  |
| --- |
| Sub Division, Division, Circle offices of DISCOM & satisfaction to Gram Panchayat. |

1. **To citizen**

|  |
| --- |
| satisfaction to Consumers of Gujarat |

1. **Other stakeholders**

|  |
| --- |
| Gram Panchayat of Gujarat |

16. Extent to which the Objective of the Project is fulfilled-(benefit to the target audience i.e.G2G, G2C, G2B, G2E or any other, size and category of population/stakeholder benefited etc):

17. Comparative Analysis of earlier Vs new system with respect to the BPR, Change Management, Outcome/benifit, Change in legal system, rules and regulations

|  |
| --- |
| New System, Transparent, User Friendly & secured |

18. Other distinctive features/ accomplishments of the project:

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| --- |
| 1. User friendly behavior  2. Secured way of Payment  3. Paperless approach. |

# This is just an indicative list of indicators. Applicant can add on more information based on suitability of the project nominated.