

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

NAME OF CATEGORY- INNOVATIVE USE OF ICT BY STATE GOVERNMENT PSUs/ COOPERATIVES/ FEDERATIONS/SOCIETIES

Maharashtra forest Department : Forest offence management system.

1. Coverage – Geographical and Demographic:-

(i) Comprehensiveness of reach of delivery centres,

In the first phase Mobile based POR application has been installed on 2200 PDAs with 2200 Forest guards. In the next phase further 4800 PDAs will be procured.

This will act as an central repository and Near real time reporting of the incidence

(ii) Number of delivery centres

2200 PDAs by 2200 forest guard.

(iii) Geographical

(a) National level – Number of State covered

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

State

(c) District level- Number of Blocks covered

Please give specific details:-

The project catered to needs of entire Maharashtra forest department.

(iv) Demographic spread (percentage of population covered)

Almost 25% of Maharashtra forest department staff has been given PDAs. Which eventually helps in registration of POR (Preliminary offence report) from the place of even occurrence.

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

With large establishment and geographical base, the monitoring and decision making becomes very critical. But, due to lack of adequate information and communication infrastructure, it is challenging to manage and get the day to day activity report on Forest Offence and Plantations for the monitoring and decision making. The inherent delays hamper the decision process required at a particular time.

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- 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 #)

MFD execute its technology initiatives in a phased manner where in all its key functions pertaining to Forest Offences should be carried out through web based applications which facilitates each role player to log on to the departmental portal and enter his work/data/information while the field force shall be equipped with Smart phone and shall push the field information securely into the MFD application systems. This shall also facilitate every employee to remain in constant touch with the latest happenings in the department. This working methodology will not only bring transparency responsibility & accountability but will also enhance efficiency and provide a decision support system.

- 4. Strategy Adopted**

- (i) The details of base line study done,

The POR is the first activity in the sequence of activities for Forest Offence Management. The POR is essentially analogous to the FIR that is recorded by Police in case of any offence is reported .The system enable filing of POR directly from the field location through the use of Smart phone with the POR mobile Application installed. The application helps building database of different forest offences and offenders. It also outlines sensitive areas on digital maps.

- (ii) Problems identified,

The monitoring and decision making becomes very critical. But, due to lack of adequate information and communication infrastructure, it is challenging to manage and get the day to day activity report on Forest Offence and Plantations for the monitoring and decision making. The inherent delays hamper the decision process required at a particular time.

- (iii) Roll out/implementation model,

Pilot implementation and Final Roll out.

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

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5. **Technology Platform used-**

(i) Description,

Application is build on Android platform with sql lite as database.

(ii) Interoperability

(iii) Security concerns

IMEI number of every PDAs has been captured first on the central system. Application can only be run on the device for which IMEI number has been registered.

(iv) Any issue with the technology used

As its open source platform, modification according to requirement is easy to implement.

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

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

Looking at the past records, on an average 35000-40000 POR has been registered in the manual system. And It takes at least 20 days of time when head office get to know about the particular offence area and its offence sensitive zone.

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

(i) Volume of transactions processed,

35000-40000 transactions a year.

(ii) Coping with transaction volume growth

(iii) Time taken to process transactions,

Maximum a Minute time require to complete single transaction.

(iv) Accuracy of output,

Recording GPS locations, Geo tagged images which act as evidence.

(v) Number of delays in service delivery

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No delay in service delivery. Instead it helps in increase efficiency and turn around time.

- 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. #)

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

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

(ii) Feedback/grievance redressal mechanism,

(iii) Audit Trails,

(iv) Interactive platform for service delivery,

(v) Stakeholder consultation

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

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

Application is having Web based and mobile based interface. Also to run mobile based application Department has given PDAs to forest guard.

(ii) Completeness of information provided to the users,

NA

(iii) Accessibility (Time Window),

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NA

(iv) Distance required to travel to Access Points

NA

(v) Facility for online/offline download and online submission of forms,

NA

(vi) status tracking

NA

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. #)

- Recording PORs on Smart-phones unlike the current practice of recording it manually on POR diaries.
- Recording GPS locations, Geo tagged images which would act as evidence.
- Standardization of the practice of recording PORs
- Near real time reporting of the incidence

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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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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14. Adaptability Analysis

(i) Measures to ensure adaptability and scalability

In the pilot implementation initially 200 PDAs have been assigned, to make success of pilot rigorous training program was held in order to achieve complete change management. After successful implementation further procurement of 2000 PDAs has been initiated.

(ii) Measures to ensure replicability

Application is build on open Android platform

(iii) Restrictions, if any, in replication and or scalability

(iv) Risk Analysis

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):

(i) To organization

At the organization level this application leverages the GIS and Mobile technologies.

It acts as an Business intelligence tools that assist in planning and decision making

(ii) To citizen

(iii) Other stakeholders

Main stake holder of this application is forest guard and forest department.

After PDAs rollout, forest guard does not require to carry the manual POR booklet and instead digitized POR has been entered which reduces the turnaround time.

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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):

At present 2200 PDAs has been provided to forest guard. However procurement of further 4800 PDAs is in process.

This solves purpose of G2G services. This helps in atomization of entire forest offence management cycle.

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

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18. Other distinctive features/ accomplishments of the project:

1. Creation of GIS data base – Since the information is Geo Tagged it would enable the creation of an information system which would be viewable directly on GIS Maps

2. Standardization – The system standardize the recording of Offence information, at present there is no standardization since POR is recorded as a diary entry

3. Captures Data in Offline Mode – The mobile application captures data even in the offline mode when the mobile connectivity is not present. Once the connectivity is available the mobile app would sync the data with the Web component.

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

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