

# AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

## NAME OF CATEGORY- BEST DISTRICT LEVEL INITIATIVE IN CITIZEN CENTRIC SERVICE DELIVERY THROUGH ICT:

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

(i) Comprehensiveness of reach of delivery centres,

**Covers the various entities involved in education**

(ii) Number of delivery centres

**Throughout the District**

(iii) Geographical

(a) National level – Number of State covered

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

(c) District level- Number of Blocks covered

**6**

Please give specific details:-

**All the schools and educational officers are covered**

(iv) Demographic spread (percentage of population covered)

**NA**

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

**Timely opening of schools and presence of teachers**

3. **Scope of Services Covered**(Number, extent and list of services made ICT enabled – extent to which a service is e-enabled may be one of the four criteria's (a) Service is requested through electronic means including mobile devices – Front-end is electronic, (b) Workflow/approval process is electronic, (c) Database is electronic/digitized, (d) Service delivery is electronic

**Service delivery is electronic (Mobile SMS service is used)**

4. **Stakeholder Consultation**(Give details about type of stakeholders consulted, number of stakeholders consulted stages at which stakeholder input was sought, any user satisfaction study done etc. #)

**District administrator, educational department & citizens. User satisfactions and their involvement through social media.**

## AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

---

**5. Innovations** (Give details on the extent to which initiative/project is unique in purpose/goal, compared to other common e-governance projects , give details about the new processes / new activities, new steps , ICT interventions, administrative process reforms, any use of new & emerging technology functionalities introduced into the system, identification & removal of any bottlenecks / give details irrelevant steps, Comparative with Original Project (Provide a comparative analysis about how is this project similar / different in services provided, design, functionality, technology, platform etc from the original project).

**Involves active participation of all the citizens, district administration and education department to ensure timely opening of schools and 100% presence of teachers in schools.**

### **6. Strategy Adopted**

(i) The details of base line study done,

**Study on presence of teacher & opening of schools on time**

(ii) Problems identified,

**Unauthorized absence of teachers from schools, specially schools located in tribal areas.**

(iii) Roll out/implementation model,

**Linear**

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

**Feedback of citizens through various social medias.**

### **7. Technology Platform used-**

(i) Description,

**ALMS module of education portal of govt. of MP has been used.**

(ii) Interoperability

**NA**

(iii) Security concerns

**NA**

(iv) Any issue with the technology used

**NA**

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

## AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

NA

### 8. Citizen Centricity & Relevance (Give specific details on the following#)

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

NA

(ii) Feedback/grievance redressal mechanism,

NA

(iii) Audit Trails,

NA

(iv) Interactive platform for service delivery,

Web Application

### 9. Adaptability and Scalability (Give details about Local language support, ability to leverage shared NeGP infrastructure, Standardization of technology used (hardware, software, application etc. #), envisage future enhancements/plans)

Web application linked with education portal of mp govt. has been used which is a bilingual portal( English, Hindi)

### 10. Adaptability Analysis

(i) Measures to ensure adaptability and scalability

NA

(ii) Measures to ensure replicability

NA

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

NA

(iv) Risk Analysis

NA

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

(i) Volume of transactions processed,

Approximately 500 entries per day.

## AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

---

(ii) Coping with transaction volume growth

**NA**

(iii) Time taken to process transactions,

**In milliseconds**

(iv) Accuracy of output,

**100%**

(v) Number of delays in service delivery

**Nil**

**12. Accessibility** (Give details about how following has been enhanced: user accessibility, transparency in system, single-window resolution, ease of navigation; impact on service response time, number of visits required for accomplishing the task before and after automation, Communication e-mail, SMS, web based tracking, etc. #)

**NA**

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

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

**Web/SMS**

(ii) Completeness of information provided to the users,

**Information is available 24x7 to the user through various reports.**

(iii) Accessibility (Time Window),

**24x7**

(iv) Distance required to travel to Access Points

**NA**

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

**Reports are available online**

(vi) status tracking

**Online**

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

## AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

**Application is hosted under secure govt. domain server and training has been provided to all the concerned staff.**

**15. Ease of transaction**(Give details about method deployed to educate user on how to avail service, security of data shared by user(if applicable), completeness of information provided, Linkages for financial processes (if applicable), etc. #)

**Through training and hands on session.**

**16. Appropriateness of context and degree of localization**(Give details about degree of localization i.e. local language interface, database support etc. relevance of content, etc. #)

**Application available in local language (Hindi) as well as English.**

**17. Cost effectiveness** (Give details about impact on cost incurred w.r.t. overhead cost, direct and indirect cost, man days/man hour required to do a job etc.#)

**NA**

**18. Number of users and services**(Give details about frequency of services used in last 01 year, number of visitors, number of unique visitors, number of users etc. #)

**NA**

**19. Benefits Accrued / Impact assessment** (Give a comparative Analysis of pre- & Post-implementation in terms of (a) Service Access points, (b) service charges paid by user, (c) travel cost, (d) indirect cost incurred by user, (e) comprehensiveness of service/information provided, (f) distance required to travel, (g) mode of service delivery, (h) citizen charter (time to deliver the service), (i) Green e-Governance (power & paper consumption, disposal of e-Waste etc.), (j) revenue collection, (k) Capacity Building (No. Of persons trained) etc.)

**Timely opening of schools and significant improvement of teachers attendance in schools.**

**20. 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**

## AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF GOVERNANCE INITIATIVES

e-

Transparency & timely arrivals of teachers in schools.

(ii) To citizen

Transparency and timely opening of schools.

(iii) Other stakeholders

Education Department : Availability of leave data of all the employee's.

21. 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): **G2G and G2C.**

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

NA

23. Other distinctive features/ accomplishments of the project:

**1. Teachers/Employees can register their leave through SMS.**

**2. Physical/Ground verification of teacher's presence using reports generated by the system on daily basis.**

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