

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

III. NAME OF CATEGORY- 'INNOVATIVE USE OF TECHNOLOGY IN e-GOVERNANCE'

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

(i) Comprehensiveness of reach of delivery centres,

POTENTIALLY ALL OVER IN INDIA. CURRENTLY IN SIKKIM

(ii) Number of delivery centres

4 District Administrative Centers, BDO, PHC etc.

(iii) Geographical

(a) National level – Number of State covered

01

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

04

(c) District level- Number of Blocks covered

09

Please give specific details:-

01. Birth and death center from all four districts.

02. District administrative centers

03. Block administrative centers.

(iv) Demographic spread (percentage of population covered)

60%

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

Earlier there was no easy access to government services (both information & transactional) lacking reliability, efficiency, transparency and accountability. Also unavailability of delivery of all public services at district/ sub district level in electronic form plus continuous number of visits of citizens to a government office / department for availing the services and also administrative burden were the main improving areas.

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

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I. Providing easy, anywhere and anytime access to government services (both information & transactional) to ensure reliability, efficiency, transparency and accountability.

II. Delivery of all public services at district/ sub district level in electronic form through state portals by using the SSDG.

III. Reducing number of visits of citizens to a government office / department for availing the services and thereby eliminating harassment.

IV. Reducing administrative burden and service fulfillment time and costs for the government, citizens & businesses.

V. Reducing direct interaction of citizen with the government and encourage 'e'-interaction and efficient communication through portal.

VI. Enhancing perception & image of the Government and its constituent Departments.

VII. Undertake backend computerization of District and other level offices to ensure electronic delivery of high volume citizen centric services at the district level.

4. Strategy Adopted

(i) The details of base line study done,

A centralized system in electronic format would eliminate errors and limitations associated with above mentioned few manual handlings.

(ii) Problems identified,

Lack of easy access by the citizen to the governmental data's and records, lack of awareness of the citizen of any newly launched program and policies, lack of maintenance and synchronization of the records by the administrative.

(iii) Roll out/implementation model,

The traditional way was unacceptable as data verification was not possible. Also both speed and accuracy could not be achieved.

We decided to innovate a solution of which had never been done before with hardware technology that had not been utilized for solutions such as this

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

Here the images of the records are scanned by the scanners through tablets and then those scanned records are digitized by the data operators.

5. Technology Platform used-

(i) Description,

Android and PHP server

(ii) Interoperability

Currently the system works in android fronting and PHP backing server.

(iii) Security concerns

None

(iv) Any issue with the technology used

none

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

None

6. **Demonstrate innovative use of ICT for development** (Give details about use of new and emerging technology, innovative usage of ICT for process change to improve quality of the life/ organizational effectiveness, relevance of technology to provide the service #)

- A Mobile/Tablet Solution to be able to rapidly capture documents and have those documents cataloged.
- Architected a complex workflow and Data Management System to Convert and Cleanse Data.
- The system is built for both Speed and Accuracy.

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

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

This technology proves to be more feasible, more accurate and time-saving as compared to olden means plus the TABLET scanner used is energy- saving, portable and user- friendly which thus generates more productivity.

(ii) Feedback/grievance redressal mechanism,

The entire process being based electronically it thus entertains easy access and also allows quick responses to the feedback being provided and rectifications to any errors (if any) can be redressed soon.

(iii) Audit Trails,

Weekly meetings

(iv) Interactive platform for service delivery,

Basecamp project management tool provided by vendors

(v) Stakeholder consultation

As needed plus weekly/monthly meetings

8. **Adaptability and Scalability** (Give details about Local language support, ability to leverage shared Government infrastructure, Standardization of technology used (hardware, software, application etc. #)

None

9. **Adaptability Analysis**

(i) Measures to ensure adaptability and scalability

None

(ii) Measures to ensure replicability

None

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

None

(iv) Risk Analysis

None

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10. **New Models of Service Delivery** (Give details about type of partnership model use, Links to/Supported by Public/Private Organization Links provided to relevant websites etc. #)

This particular thing is made using integrated public(NIS), private(demi), and governmental body where the service is offered by the NIS.

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

- (i) Volume of transactions processed

Over four lakh records where all are digitized for

1. Social justice, empowerment and welfare Dept,
2. Land and revenue dept.,
3. PDS,
4. Block administrative centers
5. District level administrative centers.

- (ii) Coping with transaction volume growth

Involving more number of operators to perform the digitization process.

- (iii) Time taken to process transactions,

1 minute per data entry.

- (iv) Accuracy of output,

Extensive care was taken at the time of data entry/digitization by the operators.

- (v) Number of delays in service delivery

No delays.

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

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

It is available over web, mobile.

- (ii) Completeness of information provided to the users,

Almost all.

- (iii) Accessibility (Time Window),

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All individual can access who has access over Mission Mode Project.

(iv) Distance required to travel to Access Points

All DC office, CSE operators where average distance is 1-2 kms.

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

Only online access and no online download as it has to be handled appropriately by the authorized personnel's.

(vi) status tracking

Yes available

13. **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. #))

The technology involved converts data, cleanse and solves a problem in states to accurately take off-line data usually hand written on paper and convert it to a digital format that is searchable. Our solution is unique as we focus on both accuracy and speed by utilizing technology in a way it has not been used before.

14. 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**

Credibility is one big factor which the organization gains.

(ii) **To citizen**

Easy accessibility, accountability and time-saving.

(iii) **Other stakeholders**

Better synchronization, maintenance with much reduced work-burden and easy answerability to the general public.

15. 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):

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Currently all mentioned.

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

In the past we have seen other services vendors use means to do this conversion using existing software like Microsoft Excel and save data as a CSV. The other vendors would typically give hard copies of the data to be digitized to data operators for direct entry. This meant that once the data was entered there was no way to verify the entry.

17. Other distinctive features/ accomplishments of the project:

1. Efficient delivery of services with improved service levels by undertaking extensive Business Process Re-engineering (BPR) of identified services.
2. Delivery of services through CSCs by leveraging the common infrastructure of SWAN, SDC, and SSDG.
3. Development of applications to be hosted at the SDCs for delivery of services.
4. Extensive capacity building and training of field level functionaries to ensure smooth migration to electronic delivery of e-district services and phasing out manual delivery of services.

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