

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

NAME OF CATEGORY- 'SPECIFIC SECTORAL AWARD for 2014-15: SKILL DEVELOPMENT AND EMPLOYABILITY'

1. Coverage – Geographical and Demographic :-

(i) Comprehensiveness of reach of delivery centers,

Industrial Training Institutes are setup to provide training to youth and boost their employability. These centers are spread across the state.

The service for applying for admissions has been made online and hence it is available ubiquitously across the state.

(ii) Number of delivery centers

A total of 263 Government ITI are present and 115 Grant in Aid ITI across Gujarat are functioning currently.

As far as delivery of service related to admission applications is concerned, this is available online at any place enabled with internet connectivity.

(iii) Geographical

(a) National level – Number of State covered

One

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

33

(c) District level- Number of Blocks covered

248

Please give specific details:-

The Industrial Training Institutes are spread out over 33 districts and 248 Talukas.

(iv) Demographic spread (percentage of population covered)

The solution caters to the youth of Gujarat interested in applying for admissions to Industrial Training Institutes. Roughly, 5 lac students are admitted on a yearly basis.

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

Earlier, while a computer database of students was available, the application system was completely manual which required students to travel to points of service in order to avail the application forms, fill them and submit them. This would require significant amount of travelling and was also expensive for young unemployed students.

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Additionally, the chances of non availability of forms or absence of concerned officials would make a visit totally worthless.

From the department's point of view, managing more than 5 lacs applications manually was a major challenge and it would take quite a lot of time to process each application. In the absence of any computerized records of these applications, managing multiple forms and processing them in time was very difficult and lowering the efficiency of the department.

It was difficult for both applications and department officials to track applications.

3. Scope of Services / Activities Covered (Level of education services possible, Processes covered, application used, Number/Type of Services, Extent of e-enablement in terms of number of services computerized, Extent to which steps in each service have been ICT– enabled#)

The online application system allows students to download admission applications online and submit the same online. This results in substantial saving in effort and costs for both the department and the applicant. The key features covered in the solution are listed below:

- Admission are done centrally online
- Candidate can fill and confirm their admission form online themselves.
- Candidate can apply for admission in any ITI / ITC of Gujarat from any location
- Candidates can see the current positions of filled and vacant seats - Trade and Shift wise in the local language (Gujarati)
- Candidate can easily select the trade and shift for which he wishes to attend training.
- Printed admission receipts are provided with Trade , Shift, Unit , SI name along with other associated information.

4. Strategy Adopted

(i) The details of base line study done,

The admission for Industrial Training Institutes is an ongoing activity which is done once every year for the next academic year. As a baseline study, the effort put in by the department over the past few years was mainly considered as a source for baseline study.

The department studied the existing manual admissions process and identified the pain areas for the applicants – primarily the hassles involved in

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applications.

Once the hassles were identified, a solution was envisaged which could simplify life for students and also push these services to their homes and simplify operational process for the department to enable them in managing an increasing number of applications every year.

This would in turn help them to take up more applications and create space for boosting employability in Gujarat.

(ii) Problems identified,

Though internet connectivity was the basic requirement for applying online, some problems were identified by the department which could render the system ineffective.

1. The availability or ease of access to computer centers in remote locations of Gujarat
2. Availability of connectivity and hardware at the respective Industrial Training Institutes for accepting applications and processing them when required.
3. Developing a solution so user friendly that students will have no issue in shifting to an online based system for applications.

(iii) Roll out/implementation model,

To develop the solution, the department decided to work with National Informatics Center as the technology partner. Keeping the baseline study in mind and understanding the functional requirements of the department and the citizens, was the implementation model.

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

Ofcourse, basic sensitization was provided to all department staff to get accustomed to handling applications online and processing them further.

Within the application, an SMS module was developed which is being used to send information and updates to applicants over SMS.

5. **Technology Platform used-**

(i) Description,

The technology platform used to was .NET for development of the portal.

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(ii) Interoperability

While the system has not been integrated with any other system, in the next phase of implementation, it is planned to integrate the online admission system with databases of colleges and universities so that certificates and marksheets can be fetched automatically from other databases for verification of applications.

(iii) Security concerns

As in any online system, security concerns do exist.

Here, these concerns were taken care of by the following initiatives:

1. Security Audit of the online ITI Admissions system was done and the certification was obtained in July 2013. AAA Technologies Pvt Ltd was the auditor and it was certified that the site is not exposed to any time of attacks/injections/threats.
2. Role based login with username and password was provided to prevent any misconducts

(iv) Any issue with the technology used

No problem related to the technology has been identified yet.

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

No SLA for the online system exists. However, the applications are processed based on certain schedules decided by the department. The employees ensure adherence to the same to ensure that there are no delays.

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

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

With application facility available online, applications could finish application formalities from any place with a internet connection. This spared them from spending money on travelling to service points. Service was pushed to their homes or atleast to points very close to their homes.

All updates are available through SMS which makes application tracking extremely simple and transparent.

With greater operational efficiency achieved by the department, it was also possible for them to deliver on time thus avoiding delays on admissions

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process.

(ii) Feedback/grievance redressal mechanism,

Information/Facilitation counters were opened in all ITIs so that any grievance could be addressed and feedback from applicants could be collected.

(iii) Audit Trails,

Website Security Audit was conducted as mentioned earlier.

(iv) Interactive platform for service delivery,

Service is delivered through web portal <http://itiadmission.guj.nic.in> & through SMS intimations.

(v) Stakeholder consultation

Principals, Instructors and other staff involved in admission procedure in the past were consulted before operationalizing the online admission system to ensure that all ideas were incorporated.

This helped to develop a solution which was well aligned with ground level realities at the Institutes.

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

(i) Volume of transactions processed,

For 2013-14 admission 470779 online applications were received and processed. The same figure for 2014-15 was 539284.

(ii) Coping with transaction volume growth

Coping with transaction growth has in fact become easier with an online and computerized system because the department officials can process more in less time and can also avoid wasting time on activities such as MIS generation or manual file management.

(iii) Time taken to process transactions,

Since procedure of admission initiates with declaration of result and has to be computed in accordance with commencement of academic session, time taken to process applications was in accordance with pre-defined schedule of activities.

(iv) Accuracy of output,

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Output was found to be in confirmative with desired objectives. No material deviation was noticed.

(v) Number of delays in service delivery

No such incident.

8. **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. #)

The candidates were informed through detailed print/ electronic media advertisement about how to fill admissions forms

The site was designed in a manner such that before the student confirms his application, he would have the chance of editing or modifying it as many times as he likes.

The online portal was extremely user friendly and complete information was provided online. It is not possible to submit an incomplete application which ensures that applicants only submit complete details and that the application will not be rejected.

9. **Innovation** (Give details on Extent to which the initiative/ project is unique in purpose/goal, compared to other common e-Governance projects in the Health Care, any use of new and emerging technology, impact on number of steps required, identification and removal of bottlenecks/ Irrelevant steps etc. #)

The initiative is unique because it has never been implemented in the state. As per available information, probably no other state has an online admissions of ITI trainees.

More importantly the ease of access was encouraging factor for students to apply which meant that more students had a chance to undergo this training. This proved to be a great way to boost employability.

10. **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. #)

The application form is bilingual and options to view the form in English and Gujarati is available. Information booklet in electronic form & physical form contained exhaustive information for students in English/Gujarati. Information Counters/ Facilitation centers are interacting with respondents in vernacular

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language.

11. **Accessibility** (Give details about how following has been enhanced with automation: 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 etc. #)

Users have the option to apply online. Hence they can access the system from anywhere and anytime.

Since every detail is online real time and with immediate updates, the level of transparency is very high in comparison to the existing system of admissions.

Since candidate can submit the form with academic certificates to any ITI irrespective of the ITI where he wishes to take admission, a single window solution is provided. Moreover, updates to applicants are provided through SMS.

The candidate is required to visit ITI to submit the physical applications at any nearby institute. Finally he has to visit ITI for appearing before admission committee where online & real time data of all available course options within the ITI will be made available on screen.

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

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

Services delivery channels used were email/SMS as well as portal.

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

The information provided to user were complete in nature and contents through booklets and online electronic media

- (iii) Accessibility (Time Window),

Accessibility was 24X7

- (iv) Distance required to travel to Access Points

Applicant would have to travel to the nearest possible ITI only.

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

This service was also available through eGram centers at village level. Jan Seva Kendra of the Revenue Department was also available to download forms or apply online with small token fee of Rs 20

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(vi) status tracking

Regular updates to applicants are provided through SMSes. The applicant can also track status of the same online and download his call letter when available.

13. **Scalability** (Give details about sufficiency of back end support framework – institutional support, technology support e.g. availability of bandwidth, means adopted for disaster recovery (backup of data/ backup server); etc. #)

The infrastructure available with all ITI, Grant in aid ITI & also other govt. Facilities like e-gram, Jan Seva Kendra were put to use.

14. **Sustainability** (Give details about relevance; building; Cost effectiveness, Financial viability of initiative etc. #)

A process which was manually managed earlier was easily switched to a simple online application system with a very low cost of yearly maintenance which made the system sustainable.

The department spends roughly around 10-15 lacs in generating mahiti patrika and software solution is anyways supported by NIC thus eliminating unnecessary costs and making the solution sustainable.

The simple process reengineering helped the department achieve greater efficiency thus making the solution desirable and sustainable.

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):

16. Adaptability Analysis

(i) Measures to ensure adaptability and scalability

Online applications only require a basic internet connection. So the solution can be easily used by students wishing to apply for ITI. With complete information being provided to applicants, they could easily adjust to the new system of application.

(ii) Measures to ensure replicability

The simplicity of the solution makes the solution extremely replicable

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across employment departments of other states.

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

None

(iv) Risk Analysis

NA

17. **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

Manually managing roughly 500000 applications was a major challenge and the online system has brought operational efficiency for the department and helped them in better managing their affairs

(ii) To citizen

Students do not have to travel in order to apply for ITI which is a great benefit for them. They can sit at their respective homes and complete the application process by themselves. This ease of access helps to boost accessibility to admissions and ensures that more students can enroll for this training. This in turn boosts the employability of students and the state as a whole.

(iii) Other stakeholders

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

Old process	New System
Accessibility to admission centers was a problem	Online access to admission made admissions process less harrowing
Manual management of more than 5 lac applications was a cumbersome task	With online system, all applications were managed online and processed online thus improving efficiency of department functioning
Poor accessibility meant that students would sometimes not enroll or not be	With an online system, more students are enrolling and getting trained as a

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able to complete formalities in time leading to lower education levels and lower employability	result of their employability has improved
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19. Other distinctive features/ accomplishments of the project:

1.The project has been appreciated by Govt of India for being able to achieve online and centralized admission system.

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