

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

1 Coverage ± Geographical and Demographic :-

(i) Comprehensiveness of reach of delivery centres : Nehru Yuva Kendra Sangathan(NYKS) has carried out Youth Club Census Exercise to gather the database of Youth Clubs affiliated with district NYKs. A web based application was developed to Youth Clubs for their online affiliation.)

(ii) Number of Delivery Centres: NYKS has 623 Office in districts and 28 Zonal Offices across the country

(iii) Geographical

(a) National level ± Number of State covered : All states & UTs.

(b) State/UT level- Number of District covered : 623 districts across the country.

(c) District level- Number of Blocks covered : 5838 Blocks

(d) Village level – 2.73 lakhs villages covered.

(iv)Demographic spread (percentage of population covered) : This application is developed to affiliate the Youth Clubs with Nehru Yuva Kendra whose members and officials are between 13 to 35 years. Currently, 58.4 lakh male and 21.6 lakh female totaling 80 lakhs are members of Youth Clubs and Mahila Mandals.

2. Situation Before the Initiative (Bottlenecks, Challenges, constraints etc with specific details as to what triggered the Organization to conceptualize this project): NYKS has a network of Youth Clubs and Mahila Mandals which are of rural setup . Rural areas are generally lack awareness and motivation to use latest ICT. To promote ICT among the Members of Youth Clubs, NYKS has taken this initiative of online affiliation and updation of their profile

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 #) : The web based application is e-enabled. Any member of the Youth Club may get their Youth Club affiliated with respective district NYKs after completion of requisite formalities. After successful affiliation, the club may get their affiliation certificate alongwith sample of visiting cards and letter head online and can print the same with attached facility.

4. Strategy Adopted

(i) The details of base line study done : Yes, A scientific format was developed to collect the database of Youth Club and their membership. A team of National Youth Corps Volunteers gathered the database in a campaign mode. After collection of database, the members of Youth Clubs motivated to upload their database on NYKS website. However, those who did not have access to computer & internet, the process was taken up by National Youth Corps volunteers and district NYKs across the country.

(ii) Problem identified: Yes

(iii) Roll out/implementation model: User friendly webbased application was developed and Youth Club members were motivated to get affiliated online with district NYKs through a dedicated programme named Youth Clubs development programme.

(iv) Communication and dissemination strategy and approach used.): Youths were motivated to form a Youth Club in uncovered villages and get them affiliated with respective district NYKs online. They were also motivated to update the profile of the club as well as their members every year. For this purpose a core programme name YCDP was implemented across India.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

5. Technology Platform used-

- (i) Description : .NET 3.5 version used as front end with SQL Server is used as back end.
- (ii) Interoperability : It will be comfortable in higher version of .NET
- (iii) Security concerns : Encoding and decoding is used for entering the password.
- (iv) Any issue with the technology used : No
- (v) Service level Agreements(SLAs) (Give details about presence of SLA, whether documented, whether referred etc. #): N/A

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

- The earlier cumbersome paper work for getting a Youth Club affiliated has been reduced to near no paper work and with instant outcome and delivery of services
- The application reduced the paper usage, stationary, postage expenditure and use of manpower

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

- (i) Volume of transactions processed : 1686 Youth Clubs have applied for affiliation through this online affiliation.
- (ii) Coping with transaction volume growth:
- (iii) Time taken to process transactions: It takes 10 to 15 minutes to fill up the form and its submission online.
- (iv) Accuracy of output: Web based application is user friendly and working successfully.
- (v) Number of delays in service delivery: After submission of requisite documents, there is no delay in affiliating the applicant Youth Club with respective district NYKs subject to fulfilling the set of eligibility criteria.

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. #) : Online service deliver with automation which results into instant affiliation of Youth Clubs, generation of the club's stationery which can further be printed with attached facilities.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

9 Citizen/ Client Centricity (Give specific details on the following#)

- (i) Impact on effort, time and cost incurred by user : The webbased application is cost effective and user friendly. Immediately after submission of requisite documents online, affiliation certificate with district NYK is issued without loss of any time
- (ii) Feedback/grievance redressal mechanism : In case of any problem, the members of Youth Clubs may contact their respective District Youth Coordinator & Zonal director of State
- (iii) Audit Trails, : N/A
- (iv) Interactive platform for service delivery : Every year, Youth Club Development programme is undertaken by District NYKs for contacting Youth Clubs and get feedback about the programmes & activities of NYKs. Latest developments are shared with them.
- (v) Stakeholder consultation: Web based application was developed in consultation with National Youth Corps volunteers, key implementers viz. District Youth Coordinators, Zonal Directors & experts at national level as well as leaders of Youth Clubs who are the major stakeholder of the programmes.

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

- (i) Service delivery channels (Web, email, SMS etc.) : Web & Email
- (ii) Completeness of information provided to the users: Upto the mark & user friendly
- (iii) Accessibility (Time Window) : www.nyks.org
- (iv) Distance required to travel to Access Points : It is online, therefore, facility can be accessed anywhere which has access to internet facility.
- (v) Facility for online/offline download and online submission of forms : it is online web based application for affiliation of Youth Clubs of rural setup. After submission of online application fulfilling requisite formalities, print out of the application may be taken.
- (vi) Status tracking: Applicant Youth Club can track the status of affiliation online and through their email.

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. #) : NYKS has a network of 2.73 lakh Youth Clubs and Mahila Mandal of rural setup which are lacking ICT knowledge and practice. By developing web based application, the Youth Clubs are motivated to apply online for affiliation with district NYK. Thus, Youth Club Members are motivated to use ICT to access facilities provided by Govt. under various programmes and schemes.

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. #) : The set objectives of the programme has been achieved to a great extent. Members of Youth Clubs are using the programme successfully and get them affiliated with district NYK.
-

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

13. **Sustainability** (Give details about sustainability w.r.t. technology (technology used, user privacy Encryption etc. #), Organization (hiring trained staff, training etc#), financial (Scope for revenue generation etc. #): Once the Youth Clubs gets affiliation certificate from district NYK, it is for ever. However, the Youth Clubs have to renew their affiliation after a prescribed interval.

14. **Adaptability Analysis**

(i) Measures to ensure adaptability and scalability : The web applications have the scope for sending the SMS and Mobile contacting facilities.

(ii) Measures to ensure replicability : N/A

(iii) Restrictions, if any, in replication and or scalability : Every Youth Club has a unique code therefore, there are no restrictions in the application.

(iv) Risk Analysis : N/A

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

- 16 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** : Database of 2.73 lakh Youth Clubs and Mahila Mandals is available on NYKS website

(ii) **To citizen** : Any **person** can get database of any of the Youth Clubs affiliated with district NYKs at a click of mouse.

(iii) **Other stakeholders** : The members of Youth Clubs can get themselves affiliated with district NYKs on line and can update profile of the club as well as their members.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

17. 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.): The Youth Clubs are applying online to affiliate themselves with NYKS.

18. Other distinctive features/ accomplishments of the project: N/A

- 1.
- 2.
- 3.

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