

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

II. NAME OF CATEGORY-‘OUTSTANDING PERFORMANCE IN CITIZEN CENTRIC SERVICE DELIVERY’

1. Coverage – Geographical and Demographic :-

(i) Comprehensiveness of reach of delivery centers

Revenue Court Computerization and Management System (RCCMS) is an IT intervention for the efficient management and disposal of the cases pending in the revenue courts of the State of UP. These courts are situated at all the Tehsils, Districts and Commissionery headquarters including the courts at Board of Revenue Allahabad and Lucknow.

This system helps litigants, advocates, and the persons having any interest over agricultural land, in online accessing the information relating to the pending cases through internet.

(ii) Number of delivery centres

The information regarding cases may accessed through the RCCMS portal from anywhere. All the 2183 revenue courts have been computerized for this purpose.

(iii) Geographical

(a) National level – Number of State covered

1

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

75

(c) District level- Number of Blocks covered

801

Please give specific details:-

The entire state of UP has been covered under this project.

(iv) Demographic spread (percentage of population covered)

The entire state of UP has been covered under this project.

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

A few of the challenges, difficulties and problems listed here provided motivation for bringing IT intervention in justice delivery system of the

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

Revenue Department UP.

- The allotment of numbers for cases were haphazard and without any specific rule. Different courts follow different criteria for assigning numbers to the cases.
- The manual preparation of various registers like mislband, daily cause list and the fixing of dates for hearing in cases were cumbersome and time taking.
- For litigants and advocates, to know the next date of hearing of any case was time consuming and difficult.
- The preparation of various statistical reports regarding disposal and consignment of the cases were also time taking and labor oriented.
- Similarly accessing different information about court cases from the court staff was time consuming and difficult.

3. Scope of Service/ Activities Covered (Extent of e-enablement in terms of number of services, extent to which steps in each service have been ICT-enabled #)

3.1 Extent of e-enablement in terms of number of services

- On line availability of the information relating to the cases.
- Tracking of cases.
- Monitoring of the disposal of the cases.
- On line availability of the judgments/order passed in the cases.
- Facilitate in the speedy disposal of the cases.
- Better supervision & Monitoring of the work of the courts.

3.2 extent to which steps in each service have been ICT-enabled

- Unique id of the cases.
- Standardized Role-based levels for easy customization.
- Dynamic Role-Based Dashboard.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

- Alerts for the courts.
- Automatic Generation of Notices.
- Alerts for the litigants/advocates .
- Auto Generation of Cause lists.
- Auto Generation of Register(Misilband).
- Typing/Uploading of Orders and Judgments.
- Management of the transfer of cases from one to court to another.
- MIS/Statistical Reports.

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. #)

4.1 Type of stakeholders consulted

- Senior officers
- Court officials
- Advocates
- Litigants
- Senior officers of NIC
- Registration office of Allahabad High Court at Lucknow Bench
- Officers posted at Divisions/Districts/ Tehsils
- Other departments of the state.

4.2 Number of stakeholders consulted

All the stakeholders were consulted during development and testing of software.

4.3 Stages at which stakeholder input was sought

1. System Study

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

2. Input form design
3. Output form Design
4. Testing of Project
5. Implementation of the project.

4.4 Details of user satisfaction study done

Testing of the project, Meeting and Video Conferencing were organized during initial development of the project.

5. Strategy Adopted

(i) The details of base line study done,

Tehsildar court of Barabanki, ADM court of Sitapur, Commissioner court of Meerut, Lucknow are used for detail study of their cases.

(ii) Problems identified,

- The allotment of numbers for cases were haphazard and without any specific rule. Different courts follow different criteria for assigning numbers to the cases.
- The manual preparation of various registers like mislband, daily cause list and the fixing of dates for hearing in cases were cumbersome and time taking.
- The system continuously displays the cases and it's numbers which have not been assigned the next date of hearing.
- The preparation of various statistical reports regarding cases was time consuming.
- Accessing information about court cases from the court staff was time consuming and difficult.

(iii) Roll out/implementation model,

On 13th of March 2013 Hon'ble CM of UP Sri Akhilesh Yadav launched this project in 25 districts of the state which was later on extended to cover the entire state.

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

Initially for every district, one revenue officer and DIO NIC were imparted training at the Board of Revenue Lucknow. Subsequently

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

these officers trained the staff of all the revenue courts at the district level. From time to time, workshop and video conferencing were also organized for giving training to the staff. Moreover the portal itself contains provision for inviting suggestions and problems of the users, which were timely answered by the officers of the headquarter.

6. **Technology Platform used-**

(i) Description,

Windows Platform, Sql Server 2008, .net frame work 3.1

(ii) Interoperability

All exiting work case filling, updation of date of hearing, transfer of case, restoration of case, disposal of case and typing of judgment were easily handled after IT intervention.

(iii) Security concerns

MD5 encryption policy is used in login for a specific court , All forms uses client/server side validation, sql injection is used in filling the data.

(iv) Any issue with the technology used

NA

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

The Board of Revenue UP is fully committed to provide the services of the portal to the citizens hassle free and without any cost from anywhere and at any time.

7. **Citizen centricity and relevance** (Give details about impact on effort and time invested by user, Feedback Mechanism, Audit trails, Interactive Platform for service delivery, need gap fulfillment etc. #)

7.1 Details about impact on effort and time invested by user

- 24X7 accessibility of the revenue courts by the citizen
- Transparency and Accountability in the working of the courts
- Online availability of the information relating to cases viz the Status of the case, next date of hearing, orders/judgments passed.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

- Alerts to the litigants and advocates.
- Automatic internal mechanism for speedy disposal of the cases.

7.2 Feedback Mechanism

A special tab for courts is created on the portal for "feedback and suggestions". Through this tab the officers of the court could easily submit their suggestions or problems faced in using the portal.

7.3 Audit trails

The Audit trails for different users are maintained in the portal.

7.4 Interactive Platform for service delivery

Windows based platform is used for service delivery.

7.5 Need gap fulfillment

This IT intervention streamlines the management and disposal of the case and also simplifies the accession of information by the stakeholders.

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

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

- Instant availability of the information relating to the cases without physically going to the court at zero cost by using internet.
- Online availability of the cause list of the courts for litigants and advocates.
- Alerts to the litigants and advocates via SMS.
- Presiding officers could easily priorities the disposal of old cases and will have better management of the court work.
- Reducing the workload of court staff in maintain various registers, and in fixing the next date of hearing in cases.
- Supervision of courts becomes easy.

(ii) Completeness of information provided to the users,

The system provides complete information regarding court name ,date of filing/listing, party name, Act/Sections, Khata no/Khasra no, Village

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

name, date of disposal, order of judgment etc.

(iii) Accessibility (Time Window),

The accessibility of the portal is 24x7.

(iv) Distance required to travel to Access Points

The information from the portal may be accessed either from the court itself or from any Common Service Centre or from any other place by using internet.

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

Each and every activity on the portal is available only online.

(vi) status tracking

Whenever a new case is filled in the RCCMS portal unique case no is automatically generated and the unique id of the case is useful to track of any changes regarding date of listing, transfer of cases, restoration of case, and typing/uploading of judgment.

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

(i) Volume of transactions processed

4000 nos. of records per day.

(ii) Coping with transaction volume growth

The daily growth of transaction volume is around 100 MB. The portal is hosted on the dedicated server provided by NIC State unit and the storage capacity of which is around 15 TB which is sufficient for the handling of the entire data.

(iii) Time taken to process transactions,

Fraction of seconds.

(iv) Accuracy of output,

98 %

(v) Number of delays in service delivery

Nil

10. Cost to User (Give details about impact on Service charge paid, travel cost, indirect cost incurred by the user etc. #)

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

The cost incurred in using the portal for litigants and advocates is almost free. Moreover for the organization, the expenses incurred in purchasing necessary hardware/software and the training of stakeholders were meted out of the fund of the user charges collected in distributing the extract of ROR.

11. **Citizen Charter** (Give details about present of citizen charter describing standard/ information on services and its adherence for service delivery etc.)

The portal aims to infuse the elements of Transparency, Accountability and the Good governance in the working of revenue court of the state.

12. **Problem Resolution and Query Handling** (Give details about availability of help desk, query resolution mechanism, single window resolution, interactive interface etc. #)

For Courts

- The allotment of numbers for cases were haphazard and without any specific rule. Different courts follow different criteria for assigning numbers to the cases. This system provides unique id for each case filed in a court uniformly across the whole state.
- The manual preparation of various registers like mislband, daily cause list and the fixing of dates for hearing in cases were cumbersome and time taking. The automation of these things relieve the court burden for focusing more on the quality of the output.
- The system continuously displays the cases and it's numbers which have not been assigned the next date of hearing. Previously searching such cases was very difficult.
- The preparation of various statistical reports regarding cases was time consuming which now has become easy and accurate as well.
- This system provides e-framework for efficient management and disposal of the cases.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

For public

- Accessing information about court cases from the court staff was time consuming and difficult. Now it is easily available for the public via net at their home or from anywhere they like.
- Likewise Advocates could also easily get a copy of the cause list without actually going to the court.

Query Handling

Any information regarding the status, next date of hearing, judgment or orders and other details of a case or cases are easily accessible. The portal provides for search option to the public at large for accessing information in a case on the basis of any of the following criteria:

- Case No
- Year of the case
- Date of filing
- Date of listing
- Name of the Parties
- Name of the villages
- Act/Sections.

13. **Privacy & Security Policy** (Give details about security technique deployed, use of digital signatures, encryption etc. #)

Privacy

- No unauthorized person could access the secured data.
- The specifications of the data of a case cannot be altered once assigned.
- Similarly the filling date of a case can't be changed.
- The orders or judgments are uploaded in binary form and cannot be modified later on.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

- Higher courts could only view the information regarding Subordinate courts.

Security Policy

- MD5 encryption policy is used in login for a specific court .
- All forms uses client/server validation.
- sql injection is used in queries.
- url authentication.
- Recording of logs for all logins.

14. **Innovation** (Give details on extent to which the service is unique compared to other similar services, impact on number of steps required, identification and removal of bottlenecks/irrelevant steps etc.)

- All the revenue courts of the State have been computerized and are available online 24x7.
- In order to ensure that all the pending cases were entered in the portal, a unique system of taking certificate from the Presiding officer and Court Clerk were introduced in it. A mandatory certificate from them ultimately resulted in the entry of all cases in the portal.
- No case pending in a court will be without the next date of hearing beyond 48 hours from the last date of hearing.
- A special tab for courts is created on the portal for "feedback and suggestions". Through this tab the officers of the court could easily submit their suggestions or problems faced in using the portal. The experienced showed that this tab helped the user and the administrator in initial phase of the development of the application software.

15. **e-Inclusion** (Give details about impact on number of trips required, availability of local language interface, online submission of forms, accessibility for disabled people, length and breadth of services made available online etc.)

This IT intervention in the working of the revenue court of the State is

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

very comprehensive. Henceforth no court will be outside the purview of this portal.

Further this portal automated the main work of the court like preparation of various registers, cause-list, fixing of next date of hearing, management of transfer of cases from one court to another, generation of cause list etc. By adding the module of e-filing in this portal, all the revenue courts of state may be graduated to the level of e-revenue court in the near future.

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

This project of the computerization of the revenue courts of the state is fully funded from the money collected in the distribution of the extracts of Record of Rights. Moreover the future expenses of the project will also be funded from the same source. Furthermore the exiting staff of the courts have also been trained to work on the portal which makes the project self sustainable in the future.

17. **Number of users and services** (Give details about frequency of services used in last 6 months, number of visitors, number of unique visitors, number of users etc. #)

Services	no. of visitors	no of unique visitors	no. of users
Online availability of the information of the cases.	55000	9780	4300
Cause List	45000	4789	4300
Copies of the orders/judgments	23450	2345	4300
The next date of hearing/Purpose in a case.	53245	8934	4300

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

18. 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

- Unique id of the cases
- Standardized Role-based levels for easy customization
- Dynamic Role-Based Dashboard
- Alerts for the courts
- Automatic Generation of Notices
- Alerts for the litigants/advocates
- Auto Generation of Cause lists
- Auto Generation of Register(Misilband)
- Typing/Uploading of Orders and Judgments
- Management of the transfer of cases from one to court to another
- MIS/Statistical Reports

(ii) To citizen

- 24X7 accessibility of the revenue courts by the citizen
- Transparency and Accountability in the working of the courts
- Online availability of the information relating to cases viz the Status of the case, next date of hearing, orders/judgments passed.
- Alerts to the litigants and advocates.
- Automatic internal mechanism for speedy disposal of the cases

(iii) Other stakeholders

- Instant availability of the information relating to the cases without physically going to the court at zero cost by using

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

internet.

- Online availability of the information relating to cases via the Status of the case, next date of hearing, orders/judgments passed.
- Online availability of the cause list of the courts.
- Tracking of cases.

19. 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, G2C

20. Adaptability Analysis

(i) Measures to ensure adaptability and scalability

Following is a list of measures which were taken for ensuring adaptability and scalability

- Firstly, it was ensured that by and large the existing procedures followed in the court were incorporated in the software.
- Secondly, the dashboard of the portal has been designed in such a way that anyone could easily work on it.
- Thirdly, the system of alerts created on the dash board of the portal assists the court staff to finish the essential work of the court timely.
- Fourthly, the easy solution for the repetitive and large volume of court work was a great motivation for the court staff to use the portal.
- Fifthly, it has become very easy for the litigants, advocates to access the various information relating to their cases easily.
- Sixthly, all the ground level staff dealing with the portal

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

were properly trained through workshop, and video conferencing from time to time.

(ii) Measures to ensure replicability

The RCCMS application provides an automated case no which ensures the uniqueness of any case.

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

NA

(iv) Risk Analysis

Failure of internet connectivity is a major challenge in the implementation of this project.

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

Old System	New System
The allotment of numbers for cases were haphazard and without any specific rule. Different courts follow different criteria for assigning numbers to the cases.	Unique id for each case filed in a court uniformly across the whole state.
The case year for the case registration start from 1st Oct and end with 30th Sept i.e. Revenue Year.	The automated system change the revenue year into English calendar ie. start from 1st Jan to 31st Dec.
The manual preparation of various registers like misband, daily cause list and the fixing of dates for hearing in cases were cumbersome and time taking.	The automation of these things relieve the court burden for focusing more on the quality of the output.
Searching case status such as date of hearing was not available.	The system continuously displays the cases and it's numbers which have not been assigned the next date of hearing.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

The preparation of various statistical reports regarding cases was time consuming.	Easy and accurate as well.
Accessing information about court cases from the court staff was time consuming and difficult by litigants	Easily available for the public via net at their home or from anywhere they like.
Accessing Cause lists from the court staff was time consuming and difficult by advocates.	Easily get copy of Cause lists via net at their home or from anywhere without going court.

22. Other distinctive features/ accomplishments of the project:

1. All the revenue courts of the State have been computerized and are available online 24x7.
2. In order to ensure that all the pending cases were entered in the portal, a unique system of taking certificate from the Presiding officer and Court Clerk were introduced in it. A mandatory certificate from them ultimately resulted in the entry of all cases in the portal.
3. No case pending in a court will be without the next date of hearing beyond 48 hours from the last date of hearing.

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