

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

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

#### **Brief Overview of the Project:**

As per our religious belief DARSHAN of our God Goddess gives Spiritual Satisfaction and moral strength to the devotees; Our Objective of SMTMS - TRM is to facilitate Mahakal Darshan (one of the 12 Jyotirlings) with ease to all devotees within temple premises as well as beyond geographical boundaries of the temple. Also its stakeholders manage the resources optimally with effective manner.

#### **Overview:**

Ujjain is a small city and popular holy pilgrimage place where Mahakaleshwar (one of the 12 Jyotirlings) is situated; Compared to its area and population the city gets approx. 10000 No. of pilgrims per day and its floating population ups and downs drastically from 10,000 to 3,00,000; there are many more who are unable to reach this holy city but still wish to have "Mahakal Darshan"; the pilgrim population goes upto 5,00,000 Nos. per day during "MahaKumbh" which is held every 12 years; Hosting such a huge pilgrim visitors in a small city within short time span has been a big challenge for this small city;

SMTMS-TRM was conceptualized with an objective to facilitate the existing volume of visitors and tourists/pilgrims in a secure, easy, reliable, transparent and accountable manner; another major objective was to get an estimation of expected visitors during any span of time; this facilitates both administration (planning for crowd control/security/ law and order/Hygiene/Food/Lodging-Boarding etc.) and citizen alike SMTMS-TRM has a feature to do advanced booking of visitors depending on its capacity to handle the volume; Beyond this capacity the potential pilgrim/visitor knows that city is already holding specific volume and so he/she should preplan/re-plan his/her schedule;

Besides this advanced booking the devotees worldwide specially those who are settled abroad feel and experience live darshan via Web casting from actual temple site on 24X7 basis; SMTMS-TRM has been established as an international tool for devotees to have LIVE MAHAKAAL DARSHAN;

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SMTMS for the citizen In a nutshell:

- Temple Resources and its status – easy re-configuration and updation whenever Temple Resources are expanded
- Opening Temple Resources for public use – Advanced Booking for Darshan
- Accessibility anywhere / anytime – even a pilgrim in the temple premises can access all desired services if he/she chooses not to visit the temple kiosk window; this has been a welcome facility for most foreigner/NRI pilgrims who have language problem talking to kiosk facilitators;
- Well defined/well established and tightly bound Darshan Mechanism
- Separate Management for “Bhasma Aarti” owing to limited capacity inside in a transparent and accountable way
- Accommodation management via “Dharamshala” owned by Temple
- Tracking a visitor identity by capturing photo as well as his / her photo identity card by Administration for security / law and order purpose
- Tracking a visitor valuables / luggage’s keeping in the clock rooms by capturing photo for security purpose
- Security via network of CCTV in the Temple premises
- Transparency in accounting of funds / valuables / kinds received through donations
- Transparency and Accountability in allocation of resources
- Elimination of agents thereby protecting the citizen from frauds
- Managing different categories of donations; the details of the donation available on the portal.
- SMS acknowledged service for each citizen request
- Barcoded Receipt Management System which is easily verifiable

SMTMS for the Administration to facilitate the citizen in a nutshell-

- Clarity of Roles and responsibilities done through system re-engineering which otherwise was loosely defined.
- Asset Management owned by Temple Management.
- Process flow of asset and fund management has been tightly defined; each step of the process like opening “bhet peti” is logged and can be checked in future also.
- A good planning tool where administration can analyze and forecast requirements, read feedbacks and act promptly on issues requiring immediate attention SMTMS works as an alert mechanism for the administration.
- Long Term Planning Tool by viewing and analyzing appropriate reports over bigger span of time.
- Others as stated below.

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OVERALL SMTMS is an integrated System for both Administration and the Citizens which has paved the way for constant improvement in citizen services as far as MAHAKAAL DARSHAN is concerned.

Achievements: Crowd Management incidents before and now related to religious events like 'BHAGDAD/ STEPPING/RUMOUR CONTROLS/GENERAL information dissemination to pilgrims in the city at any point of time etc.

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

(i) Comprehensiveness of reach of delivery centres,

Direct Coverage through counters, kiosk available at temple premises and Global through portal

(ii) Number of delivery centres

10 Counters at temple premises and via Internet across the globe on 24\*7 bases

(iii) Geographical

(a) National level – Number of State covered

29

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

675

(c) District level- Number of Blocks covered

All Blocks

Please give specific details:-

All the services are available via internet across the globe on 24\*7 through portal.

(iv) Demographic spread (percentage of population covered)

Besides the advanced booking the devotees worldwide specially those who are settled abroad feel and experience live darshan via Web casting from actual temple site on 24X7 basis. SMTMS-TRM has been established as an international tool for devotees to have LIVE MAHAKAAL DARSHAN as well as getting prasad and giving donations.

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

- As thousands of devotee visit every day from all corner of country and the Administrator(s) is/are actively involved in daily rituals. Hence there is paucity of time to govern all the activities or monitoring of operation.
- Role of assigned duties has to be redefined boldly that “who will do what”.

**Bhasm Aarti Arrangements**

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- Managing crowd in Bhasma Aarti was a big challenge before on administration 'how to manage'.
- Disatisfaction of devotees on getting permission of Bhasma Arti due to limited no. of entries.
- Permission of entry was totally dependent on direct human discretion.
- Their was no proper checking mechanism for permitted devotees.
- Daily bases record keeping and retrieval was a big challenge also it was a big security lapse.
- Improvement in the process of issuing Bhasm Aarti pass transparently with easy mechanism to get without to many times visiting to counters.

### **Security issues**

- No mechanism for Identification of the devotees, legacy retrieval process.
- Some of the Devotees do not take Darshana tickets and at the same time they want Darshna in no time. Hence, possibility of malpractices can be overruled.
- Clock room maintained manually.
- No uniform Identity Card Mechanism.

### **Stakeholders Satisfaction**

- Devotees require a transparent system of donations or offering charity.
- Improvement in record keeping process will certainly help in avoiding data redundancy.
- Maintaining property register is also a big challenge.
- System of Dharamshala booking has to be strengthened and restructured. Guests/Visitors must assure there staying arrangement before leaving their place.
- Process of donation of Annakshetra must be improved.

### **Record Keeping and asset Management**

- Proper mechanism of maintaining records of valuables received from the Bhet Peti. The valuables and authenticity of the items should be known immediately after receipt of the same.
- Record keeping of preparation and selling of Prasad and other items shall be maintained easily.
- Maintaining all accounts separately do not provide holistic picture.
- All inventories maintained separately and unsystematically. This does not give the answer to what item is kept where or consumed by whom.
- Cash collection and maintenance of books appears to be a very lengthy process. Thus, its has shifted its burden on electronic form.
- Maintaining the accounting standards i.e. Double Entry System.

**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

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is electronic, (b) Workflow/approval process is electronic, (c) Database is electronic/digitized, (d) Service delivery is electronic

The services are broadly classified into two parts:

a) Government to Government (G to G)

The following have been the deliverables in the government to citizen component so far.

1. e-HR : Entire establishment of all the employee is completely shifted to portal
2. e-Inventory : Now the problem of what is where is on the finger tip of the authorities.
3. e-Pass : Uniform bar-coded Identity as well as Admission cards to cater the requirement of different categories.
4. e-Recordkeeping : All the old record is digitized and available for ready reference.

b) Government to Citizen (G to C)

The following have been the deliverables in the government to citizen component so far:

1. Bi-lingual : The complete portal is in Hindi as well as in English and all the receipts are in both the language.
2. e-Darshan : Virtual / Live Darshan via Internet across the globe on 24\*7 bases.
3. e-Bhasma Aarti : Devotees will facilitate with Advance confirm booking of Advance confirm Bhasm Aarti Pass.
4. e-Dharmashala : Devotees will facilitate with Advance confirm booking of Advance confirm stay.
5. e-News : Portal is gateway of dissemination of daily news of temples for media as well as press.
6. e-Tender : Electronic tender processing for greater transparency.
7. e-Complaint : To ensure and maintain transparency we accept complaint from the portal and address the complaint on portal.
8. e-Clockroom : Facility to keep the photograph of devotee's luggage keeping along with the owner photograph in the clock room for security and record keeping purposes.
9. e-Prashad : Devotees can get the prasad of deity glowably.
10. e-Donation : All donation receipt will be followed by valid 80G Income. Tax rebate receipt and receipt will be printed with Bar Code

**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. #)

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On the basis of consistently earned outstanding feedback from TripAdvisor travellers received a 2014 Certificate of Excellence from TripAdvisor UK India.

**Through feedback section** – all stakeholders gives his complaints / suggestions which is answered by the competent authority and all questions and answers are available on the website for later viewing.

**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).

- Self service Kiosk based operation.
- SMS for all follow up action as well as confirmation
- All receipts print with bar code for authentication and checking.
- No physical Boundaries for point of service.
- Accessible anywhere/ anytime
- Centralised architecture TRM (Total Resource Management)
- 128 bit Encryption Security
- Entire system is role based as well as workflow based, roles are as per the authority of the employee.
- Photograph of person coming for Bhasm Aarti, Clock Room and Staying in Dharmashala will keep for future security record.
- Aarti Videos are streamed on the website in HTML 5 format which supports all desktop and mobile browsers.
- Right Hand side menu bar links are completely configurable by the control panel, which allows us to add live events and other events of timely interest.
- Website is view-able in Hindi as well as English. The architecture of the website allows us to add support to several more languages on the fly.
- Bhasmarti Booking - When a user approaches the website for booking Bhasmarti pass, we show a calendar to him which details out the permissions available on each future date. This way, user saves time.
- Donation - List of donated items are displayed in public domain with picture of donated item(s), to ensure greater transparency and accountability in the system.
- Identity and Permission Pass – Dynamically system generated identity and permission passes one side help to identity people by its color code other side enhanced the security also easy to prepare and maintain.
- Feedback Section - User gives his feedback which is answered by the PR and all questions and answers are available on the website for later viewing.
- Authentication and Authorization for each control panel page is controlled by the admin.

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### 6. Strategy Adopted

(i) The details of base line study done,

#### **Strategy based on 6P Approach (Prior, Proper, Planning, Prevent, Poor, Performance) :**

- Study manual functional system and processes in detail
- Addressed issues and challenges
- Prepared Detail Project Report based on the study
- Prioritization of tasks
- Creation for information infrastructure
- Integrated approach through web portal
- Platform independent services
- Inclusion of data security
- Authorization / workflow based processes
- Self services approach for public domain services
- Development of services for non visitors or incapable devotees (Physically Challenged and old age)
- Recording of identification of devotees / visitors appearing in special worship like bhasm aarti
- Prior intimation of permissions to the devotees to avoid crowd
- Deployment of surveillance system
- Manpower training and capacity building
- Involvement of stakeholders in development process
- Focus on future inflow and Mahakumbha i.e. Peak demand of services

All these factors were taken into account and prepared a DPR before formulating the plan for rolling out the initiative.



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### (ii) Problems identified

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### (iii) Roll out/implementation model,

- Simplification of business processes from multi-node person dependent to self service single point service delivery system. Expansion of time bound services from temple promises to 24X7 globally available services, any body can do and any body can see, any time any service, self service system, elimination of human interface between user and system increases transparency in the services delivery system. All transaction followed by system generated automatic SMS on users Mobile for service delivery confirmation also increasing faith among the devotees for service transparency.
- Involvement of all stake holder at every stage of development, role based workflow system for clear authority and accountability as per organisation structure improved the satisfaction among all stakeholders as well as devotees / pilgrims.
- Integrated record keeping as well as easy retrieval system saving time in decision-making process.
- Uniform Identity cards and easy checking of its validity, reduced the forgery of the cards result in better security.
- Portal based feedback mechanism enhances process re-engineering making system responsive as well as transparent.
- Global Availability of public services and their advance confirmation resulting in better crowd management. All the events of the temple performed round the year published live globally, which also helps in better crowd management.
- Integrated system reduces the redundancy reduces work burdens of the employee also increases the accuracy in the system.
- Portal has bilingual facility i.e. Hindi and English, reduces language barriers of devotees.
- In all Services photos and ID's of the devotees are capturing compulsorily and printing it on every receipt with bar-code, also full checking mechanism through barcode scanner ensure identity of the devotees. Also keeping historical record and searching mechanism for future use enhances better security. Taking photographs of all the articles keeping in the clock room along with owner photo and ID's also print it on receipt ensuring devotees to claim their original article as well as any illegal person not dare to keep illegal articles.
- Information Services like e-News, e-Tender, e-Aarti, and Dynamic Photo gallery is also part of the portal.

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

Conducted more than 50 training session at different level working in different sections.

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

**(i) Description,**

Visual Studio 2010, MS SQL server 2010, and IIS 7.5

**(ii) Interoperability**

The platform run across various version of browser smoothly.

**(iii) Security concerns**

Portal is hosted on NIC staging web server, which is fully secured, access mechanism is through VPN, and site is submitting for security audit.

Except general information all information place in the power with administrator, issuing most of the information with barcode along with concerned photograph to avoid security lapses. Captcha / OTP concept is also implemented on all relevant forms

**(iv) Any issue with the technology used**

Live darshana and live events not support mac and ios os.

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

Design and developed in-house.

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

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

The impact and results achieved through the imitative have been mentioned in detail in this proposal in the section about results achieved. The time, effort and cost incurred on G2G and G2C have decreased substantially through the use of this portal.

**(ii) Feedback/grievance redressal mechanism,**

The feedback from the devotees about the services is very positive and received a 2014 Certificate of Excellence from TripAdvisor UK India based on consistently earned outstanding feedback from TripAdvisor travellers.

**(iii) Audit Trails,**

Complete log is maintaining for each transaction of all services in the system itself.

**(iv) Interactive platform for service delivery,**

The platform is interactive as it offers multi-way direct communication between the various stakeholders, cutting-edge functionaries and devotees at large.

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**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)

The portal is user friendly and based on workflow of services in bi-lingual with tool tip and help wherever is necessary. No specific h/w is required to use the services a simple computer with internet connectivity is sufficient to use the system.

### **10. Adaptability Analysis**

#### **(i) Measures to ensure adaptability and scalability**

This is a multi-way model with stakeholders being from government, devotees, volunteer and common people. The basic idea of the project is to handled the crowd problem, ensure transparent delivery / service, marinating the security problem which is a crucial issue at the over crowded places, greater devotees satisfaction, advance confirmation of the service, valid identifiable receipts are direct benefited form both angle G2G as well as G2C. It can be easily scalable for event management activities.

#### **(ii) Measures to ensure replicability**

The portal has been fully functional in Shree Mahakaleshwar temple it can be implemented in other big temples also.

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

The measure limitation is to impugn the technology in the religious environment is biggest challenge. Stakeholders are more interested in the rituals and worship of deity rather to use technology.

#### **(iv) Risk Analysis**

User ignorance is a major risk in the religious environment, trying to overcome this problem through the capacity building.

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

#### (i) Volume of transactions processed,

S.No.	Services	No. of Transactions
1	e-Darshana	1357648
2	e-BhasmAarti Booking	310578
3	e-Clock Room	585967
4	e-ID Cards	10000
5	e-Complaints	50
6	e-Suggestions	200
7	e-News	500
8	e-Donations	200
9	e-Prasad	57

#### (ii) Coping with transaction volume growth

It is effort of process re-engineering that made services much easier by shifting service point from temple premises to the devotees home, gradually the transaction growth will be increased exponentially.

#### (iii) Time taken to process transactions,

As the processes re-engineered the time taken to review, monitor, fixing accountability and defined roll decreased transaction processing substantially.

#### (iv) Accuracy of output,

The platform functions automatically without any intervention of human with proper validation of information and follow up SMS increases the accuracy of output.

#### (v) Number of delays in service delivery

There are no delays in service delivery. The devotees are getting services immediately after applying for the service.

### 12. Accessibility (Give details about how following has been enhanced: user accessibility, transparency in system, single-window resolution, ease of navigation;

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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. #)

Accessible anywhere/ anytime, no physical Boundaries for point of service, self service Kiosk based operation. Transparency in providing permissions and services, SMS for all follow up action as well as confirmation, Photograph of person coming for Bhasm Aarti, Clock Room and Staying in Dharmashala will keep for future security record. All receipts print with bar code for authentication and checking.

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

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

Service delivery channels are through webportal, SMS, Kiosk, and counters.

#### **(ii)** Completeness of information provided to the users,

Entire information about all services, their delivery mechanism is available on the portal through this the user awarded fully with complete information.

#### **(iii)** Accessibility (Time Window),

Services are available on the temple site on 24X7 basis.

#### **(iv)** Distance required to travel to Access Points

Services are available in the home through internet from the temple portal on 24x7 basis

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

All the services available in online through internet and off line mode through temple counter by the same portal with proper quota system.

#### **(vi)** Status tracking

Every information is capturing and maintaining in the database

### **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. #)

This is a fully secured with respected to technology wise, hosted on NIC web server, going for security audit also, at this stage it is scanned through app scan s/w and all the bugs has been removed. Wherever is required using mobile authentication through OTP. The staff is own staff that is fully accountable as well as responsible for every transaction. Log is maintaining at all stage to prevent the

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miss use of portal. Performing e-Commerce activities buy selling prasad and silver coin, but this is a non-profit activity. Training programmes has also been organized for the capacity building at different intervals for different section to train and ease of operation for the long term use of this facility.

**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. #)

Maintaining workflow based system through out the system as a result greater ease of transaction. Wherever required to fill the form every textbox having proper tool tip and validation a sample form is also attached for greater understanding and ease of transaction. The user data is fully secured whatever capturing for temple security purpose, the portal is hosted on NIC web server which has proper security as well as DR mechanism.

**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. #)

The portal is maintaining in Hindi which is a local language of this reason hence no problem in language is concern, keeping the logs for each and every record to deal with the future problems. The portal s covering the entire information which is relevant for religious environment.

**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.#)

The entire project designed and developed in house, only one programmer hired for coding. This is a very cost effective project till now the direct and indirect cost involved in the project is approximately Rs. 20 Lac. which includes site preparation, Optical Fiber and Ethernet networking in entire premises, h/w cost, programmer salary and misc. expenditure.

**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. #)

S.No.	Frequency of service	No of Users
1	No. of Visitors	1718052

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1	No. of Visitors	1718052
2	No. of unique Visitors	633580
3	No. of users	258153

**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.)

- Simplification of business processes from multi-node person dependent to self service single point service delivery system. Expansion of time bound services from temple promises to 24X7 globally available services, any body can do and any body can see, any time any service, self service system, elimination of human interface between user and system increases transparency in the services delivery system.
- All services are available free of cost to the user.
- All services are deliver through portal which can be access through home using internet hence no travel cost.
- No indirect cost incurred by the user.
- Mode of services are through webportal, SMS, Kiosk, and counters.
- Providing real-time service hence no citizen charter is required.
- More than 50 capacity building session has been conducted, employee from each section has no problem to use and operate the system.

**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**

- Clarity of Roles and responsibilities done through system re-engineering which otherwise was loosely defined.
- Asset Management owned by Temple Management, now the question "What is where" is answered easily..
- Process flow of asset and fund management has been tightly defined; each step of the process like opening "bhet peti" is logged and can be checked in future also.



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- Tracking a visitor identity by capturing photo as well as his / her photo identity card by Administration for security / law and order purpose.
- Tracking a visitor valuables / luggage's keeping in the clock rooms by capturing photo for security purpose.
- Security via network of CCTV in the Temple premises.

### **(ii) To citizen**

- Temple Resources and its status – easy re-configuration and updation whenever Temple Resources are expanded
- Opening Temple Resources for public use – Advanced Booking for Darshan
- Accessibility anywhere / anytime – even a pilgrim in the temple premises can access all desired services if he/she chooses not to visit the temple kiosk window; this has been a welcome facility for most foreigner/NRI pilgrims who have language problem talking to kiosk facilitators.
- Well defined/well established and tightly bound Darshan Mechanism.
- Separate Management for “Bhasma Aarti” owing to limited capacity inside in a transparent and accountable way.
- Accommodation management via “Dharamshala” owned by Temple.
- Transparency in accounting of funds / valuables / kinds received through donations.
- Transparency and Accountability in allocation of resources
- Elimination of agents thereby protecting the citizen from frauds
- Managing different categories of donations; the details of the donation available on the portal.
- SMS acknowledged service for each citizen request.
- All transaction followed by system generated automatic SMS on users Mobile for service delivery confirmation also increasing faith among the devotees for service transparency.
- Barcoded Receipt Management System, which is easily verifiable.
- Bi-lingual receipt as well as information helping devotees very easily.

### **(iii) Other stakeholders**

- Preparation and issuing of identity cards for press, volunteers, different

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kind of service person are now hassle free process as well as preparation time reduces drastically.

- Preparation and issuing of admission pass for senior citizen, daily visitors, big donors etc are now hassle free process as well as preparation time reduces drastically.
- Quotas for visitors of different protocols like administration, police, banks, judicial, central and state government personnel manage the crowd easily.
- E-News disseminating daily information among all the correspondent of print as well as electronic media.
- E-tendering is facilitating the vendors to get proper information in time.
- Well define feedback mechanism helping administration to improve in the service process.

**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):

The objective of the project has been substantially fulfilled as can be seen from the results achieved in various sectors.

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

Earlier system	New System
Not exist	<ul style="list-style-type: none"> <li>• Devotees now have a confirm booking.</li> <li>• Manage the bookings or over crowding situations</li> <li>• Photograph of Pujari / Purohit, will facilitate in the identification of pujari and devotees can search tem easily.</li> </ul>
Only Static Site	<b>Webportal</b> – New interactive features has to be added like News, Tender, Online Booking / Cancellation of Bhasm Aarti, etc., Online Darshan, Donors List, Complaints, Suggestion, dynamis photogallery etc.

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Only Static Site	<b>Webportal</b> – New interactive features has to be added like News, Tender, Online Booking / Cancellation of Bhasm Aarti, etc., Online Darshan, Donors List, Complaints, Suggestion, dynamis photogallery etc.
Manual System from over the temple counter and booking for next day only.	<p><b>Bhasm Aarti</b> - Devotees can book in 30 days advance through temple portal, for instead visitors as well as local devotees can book through temple counter as well as kiosk. No need to bring photo graphs as well as photocopy of ID's. Hall tricket is printing with photo and ID's along with the bar code to ease of checking operation.</p> <p>At the time of entry checking of the hall ticket through bar code scanner display the identity of the devotee to avoid the non-permitted devotees as well as forgery of the hall ticket is not possible.</p>
Manual System no integrated approach	<b>Establishment</b> – This section has task of salary disbursement of employees, Deposit provident fund and maintenance of their records, Honorarium of Pujari's / Purohit, Disbursement of Bhet Peti and Abhishek contribution to Pujari's / Purohit, Loan / advances of the employees.
Manual System no integrated approach	<p><b>Store / Purchase</b> – This section has the task of maintaining property records of temple (i.e. dead Stock), Stock of Valuables (i.e. Silver/gold) / non valuables, Stock of consumable, Stock of consumable edible items, Purchase of Non-consumable, Consumable and consumable – edible items and issue / supply as per demand.</p> <p>This system is maintaining all kind of stock items and able to give total picture as well as head wise. No need to maintain section wise stock register, stock register head wise, sub-head</p>

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		wise prepare automatically.
	Manual System no integrated approach	<p><b>Dharmshala</b> - The primary task is to made available room, halls, pravachan hall to devotees as per the availability. Booking of Dharmashala through phone or other means, maintain the records of the devotees, demand of stock as per the need, collect cash and deposit to the cashier.</p> <p>This system is providing the computerized booking facility from the counter as well as online followed by confirmation SMS for comfortable stay of devotees. Keep the record of the devotees with their photographs and Identity cards. Stock is not required to maintain as it will be prepared automatically, and is give the answer on 'which item is kept where' or 'consumed by whom'. Cash challan need not to maintained separately. Any transaction happen will show income in finance section adjusted only when cash is deposited to cashier.</p>
	Manual System no integrated approach	<p><b>Clock Room</b> - Devotees are getting receipts on which his photo along with his articles photo's are printing, receipt is also bar-coded followed by SMS. When devotee get back his article receipt bar code read and display the pictures of article followed by SMS after matching with the display article back to the devotee. If another person is receiving the article on behalf of original, the photographs of another person is storing for future reference.</p>
	Manual System no validation mechanism.	<p><b>Pass Management</b> – Uniform pattern of Identity cards with details of type of Card, issue for what purposes, with the card where you can visit in the premises, photo of the card holders print not pest, validity of the card clearly mentioned, bar code for easy checking of its validity, different color code for different category for visual identification of person.</p>

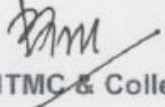
## AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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### 23. Other distinctive features/ accomplishments of the project:

1. Scope of service change from local temple premises to Global, No physical Boundaries for point of service, Self service Kiosk based operation.
2. Transparency in providing permissions and services, SMS for all follow up action as well as confirmation, Accessible anywhere/ anytime.
3. Security and Crowd Management- Photograph of person coming for Bhasm Aarti, Clock Room and Staying in Dharmashala will keep for future security record. All receipts print with bar code for authentication and checking.

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



Chairman of SMTMC & Collector Ujjain