

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

NAME OF CATEGORY- 'INNOVATIVE USE OF MOBILE TECHNOLOGY IN e-GOVERNANCE'

1. Coverage – Geographical and Demographic :-

(i) Comprehensiveness of reach of delivery centres,

All GSSCA Branch level offices has been allocated dedicated devices for their field survey.

(ii) Number of delivery centres

20 to 25

(iii) Geographical

(a) National level – Number of State covered

01

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

33

(c) District level- Number of Blocks covered

Please give specific details:-

(iv) Demographic spread (percentage of population covered)

All Registered GSSCA farmers

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

Previously they are collecting information on predefined forms from the field and then enter all the data into the system from branch. Hence it leads to delay of data submission. It also raises the question that they had actually visited the field or not.

3. Scope of Services (Relevance of application for e-governance, Extent to which service is delivered through mobile #)

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Inspection – I : After downloading registration data from Sync from, user can start Inspection - I Entry. Along with inspection data, images and geo-coordinates will be saved. After completing Inspection – I entry, if the user is in the network then he/she should upload data and images using Sync form.

Inspection – II: After downloading registration data from Sync from, user can start taking Inspection - II Entry. Along with inspection data, images and geo location will be saved. After taking Inspection – II entry if user is in the network he/she should upload data and images using Sync form.

Inspection – III: After downloading registration data from Sync from, user can start taking Inspection – III Entry. Along with inspection data, images and geo location will be saved. After taking Inspection – III entry if user is in the network he/she should upload data and images using Sync form.

Data Synchronization:

Download data: Required data for the inspection entry will be downloaded by selecting Taluka, Village and Inspection type i.e. Inspection I, Inspection II or Inspection III.

Upload data: All data can be uploaded inspection wise in one shot.

Upload Images: After uploading data, Images can be uploaded inspection wise.

4. Strategy Adopted

(i) The details of base line study done,

We have study the current system which they are mainly maintaining in the combination of manual plus computerized system. This system lacking the authenticity of field visit has delay in data submission etc...

(ii) Problems identified,

Previously they are collecting information on predefined forms from the field and then enter all the data into the system from branch. Hence it leads to delay of data submission.

It also raises the question that they had actually visited the field or not.

Non availability of mobile network in some villages.

(iii) Roll out/implementation model,

We have developed system which tracks user location (GPS location) which ensures the field visit.

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We have developed data synchronization mechanism which communicates with central storage to transfers the field data. It also retrieves the required data from central storage.

System has offline working mechanism to work in no internet condition. And sync data whenever network available.

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

Data synchronization over the internet using web service.

System security using user authentication.

5. Technology Platform used-

(i) Description,

Android platform, SQL lite, web service (synchronization)

(ii) Interoperability

System is capable of communicate with other system of department via predefined methods.

(iii) Security concerns

Login Authentication, data encryption

(iv) Any issue with the technology used

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

No

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

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

Less efforts, Faster and accurate data submission, removal of data redundancy.

(ii) Feedback/grievance redressal mechanism,

(iii) Audit Trails,

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(iv) Interactive platform for service delivery,

(v) Stakeholder consultation

7. **Demonstrate Innovation in use of Mobile Technology for e-governance**

(Give details about the mobile technology used (platforms, SMS, Pull & Push, Apps, Mobile Payment,), innovation applied in use of mobile technology to deliver information or Services to target audience #)

GPS Tracking: geo location data has been saved for each entry of inspection.

Image Processing: Image has been captured of crop at all inspection level. It has been compressed and saved with geo location in local system. Same has been transferred to central storage via data synchronization mechanism.

2 way data synchronization: Download of district wise farmers data into local system. Upload of all the inspection details along with images to server.

Notification Mechanism: System generates notification for different events like application update, data upload, data download, image processing/upload.

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

The application was developed in English language.

Hardware Specification: Any android os enabled device with version 4.0 and higher. Device must have GPS and GPRS support.

Software Specification: Android Os.

9. **Adaptability Analysis**

(i) Measures to ensure adaptability and scalability

User training is provided to field officers, branch officers so that they can use the system easily.

User manual is provided along with the system for hands on training.

Customer support is provided via phone, email which helps to solve

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users query on the spot.

Pilot project has been implemented in one district with branch officers and field officers who give live environment experience.

(ii) Measures to ensure replicability

It is developed in such a way that user can use it in as many devices as they want. They just need to create on login authentication for each user.

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

As data are synchronized to servers internet connectivity is must.

(iv) Risk Analysis

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

This application is developed for GSSCA to manage their work.

Branch level officers get the field details from central storage which is submitted by field officers. They can also check live images of field.

Field officers can submit their day to day work using system directly to branch.

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

(i) Volume of transactions processed,

5-10 lacks per annum.

(ii) Coping with transaction volume growth

(iii) Time taken to process transactions,

Less than a minute.

(iv) Accuracy of output,

100%

(v) Number of delays in service delivery

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Delay in data submission In case of internet connectivity.

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

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

Customer support by phone, email, web. User manual and training

(ii) Completeness of information provided to the users,

Complete system study has been done under the guidance of GSSCA staff, field officers, and branch level officers.

(iii) Accessibility (Time Window),

System can be access 24x7.

(iv) Distance required to travel to Access Points

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

Whole system is developed online. It has the facility to work in offline mode and transfers the data when connectivity available.

(vi) status tracking

Field officers can track their submitted application status anytime.

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. #)

User authentication is provided for user privacy and security.

Data is encrypted while transferring from/to server.

Training is given to staff. User manual is provided .Application is very easy to understand and use.

Notification of events occurred and regular updates of application have been given to cope up with client changes.

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**

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System helps department to speed up their work. It also helps to reduce duplication of work.

(ii) To citizen

(iii) Other stakeholders

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):

We can say that the system falls in G2G category because this system is meant for department's internal work.

16. 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: Manual system with predefined forms for getting field details. It also lack information about the field visit. Data cannot be submitted in time to branch and further head office.

New System: New system is fully online system. It needs to be done one time data entry. It replicates to central storage from where branches and head office can use this information whenever required.

Also track field officer visit. Field officer submits the actual images of inspection entry which helps to identify the current condition of crops.

17. Other distinctive features/ accomplishments of the project:

- 1.
- 2.
- 3

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