

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,

10 districts but cover all villages of 10 districts of Gujarat State - India

(ii) Number of delivery centres

All villages of 10 districts

(iii) Geographical

(a) National level – Number of State covered

1

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

10

(c) District level- Number of Blocks covered

90 Approx.

Please give specific details:-

It covers approximately thousands of villages of approx. 90 talukas of 10 districts of Gujarat state, India.

(iv) Demographic spread (percentage of population covered)

35-40 % of Gujarat State

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

High time consumption in physical application and approval process

No proper measures to track progress of pond construction by contractors

Lack of transparency on work

No proper measures to track field officer himself

Takes many days to derive data from whole state for report generation by physically submitted data

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

1- Submission of subsidy application for making village pond

2- Give primary sanction to application

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- 3- Upload photo, videos of each stages of making pond with latitude-longitude
- 4- Trace filed supervisor (user) location
- 5- Filed visit verification, generate measurement sheet, generate final bill, generate work order and payment order for issue subsidy

4. Strategy Adopted

(i) The details of base line study done,

Discussed requirement, target and problem with all concerned & root level officer for solve problem and give best suitable solution to customer. Give subsidy to those applicants only who really made village pond.

(ii) Problems identified,

Taken more time to complete application approval process, delayed in submit application's documents, approval documents and photos to HO, subsidy given to applicant but they had no proof that pond really established or not so chances of malicious activity, untrained staff in IT technology

(iii) Roll out/implementation model,

Create tablet based application for fast execution of application approval process by submit data on tablets device and send data to HO directly on single click, create in regional language (gujarati) region language(Gujarati) so that local user(field supervisor) can work efficiently, application tracking with longitude and latitude while taking photos and videos for transparency of work, arranged many training to root level user to make them understood advantage of tablet based application

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

Use GPRS based technology for synchronize data from tablet device to central server. Secure Authorization and authentication of users, roles and rights based on SQL server encryption certificates.

5. Technology Platform used-

(i) Description,

OS and Front end – Android
Back end – SQLite on Android device as middle ware for data storage
Database: MS Sql Server at Central level
Communication Services: Web service

(ii) Interoperability

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Tablet based Application is fully interoperable.

(iii) Security concerns

Application is highly secured with user authentication and reliable role management

(iv) Any issue with the technology used

Mobile network availability

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

NA

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

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

Overall time to submit GSLDC subsidy application reduced from 10-15 days to 1 Day as made online.

Keeping watch on work progress made easy with GPS enabled photo / Video

Easy status track made available for all beneficiaries with uniquely generated application number

All communication and transportation costs to submit reports from root level to top level reduced to ZERO.

(ii) Feedback/grievance redressal mechanism,

By phone and email

(iii) Audit Trails,

Locations of Photo Video (Latitude / Longitude)

Locations of Field Supervisors

Access and Login logs

(iv) Interactive platform for service delivery,

Android Mobile Operating System

(v) Stakeholder consultation

GSLDC Management

GSLDC Field Staff

Village Beneficiaries

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Construction Contractors of village ponds

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 #)

Push and pull data using web services by GPRS technology, Offline Data Storage, Synchronization of Data on Network Availability.

Capturing Photos with Geo-Location (Longitude & Latitude) is implemented and depict on map

Generating measurement markups of village pond on map

Field officer tracking on map

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

Application developed in regional language (Gujarati) for easy use, tablet based application developed in Android OS and SQL light, uses web service for synchronizing data.

Web application developed in Visual Studio 2010 and MS SQL Server 2008.

As we developed local storage facility for android devices and which can further uploaded on availability of internet

9. **Adaptability Analysis**

- (i) Measures to ensure adaptability and scalability

Currently Android OS and Web Service architecture both are most adaptable and scalable

- (ii) Measures to ensure replicability

Android-Web service based applications are been replicable to same platform or other platforms like IOS, Black Berry with proper permissions by authorities and access rights to servers.

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

GPS and Android OS based restrictions

- (iv) Risk Analysis

NA

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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. #)

NA

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

- (i) Volume of transactions processed,

Technically n Number of transactions possible but practically it depends upon GPRS Speed and other network constraints

- (ii) Coping with transaction volume growth

Sustainable infrastructure available for coping with transaction volume growth

- (iii) Time taken to process transactions,

Very fast

- (iv) Accuracy of output,

100%

- (v) Number of delays in service delivery

Depends upon internet availability for live data and synchronization rest all functions can be performed with no delay as we made local storage available on device

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

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

Android Mobile Based Application

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

As per data entered by GSLDC-Field officers

- (iii) Accessibility (Time Window),

Online

- (iv) Distance required to travel to Access Points

ZERO

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

Yes

- (vi) status tracking

Yes

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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. #))

Technology Used : Android OS and Web Service (Currently one of the most sustainable technology available in market)

User Privacy : Android Device level privacy and user account level privacy

Security : Information synchronization done through secured and encrypted web packets (GPRS with high security)

Organization : developed in local language to reach root level people and very less training required to operate it as it is in local language and mobile based

As this is public centric subsidy application so no revenue generation but good way to track that public money used in correct way (Increase Transparency in System)

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

Simplifies and speedily process of subsidy application

Makes village pond construction tracking easy

Generates and report required data for departmental submission automatically and online

(ii) To citizen

Online application by citizen

Status track of application

(iii) Other stakeholders

Makes report and status submission easy for construction contractors and field officers

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):

As per requirement all objectives of application fulfilled

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16. 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
Paper submission on application which takes approx. 15 days to reach at head office	Online application (Instant)
Depends totally upon field supervisor and contractors, physical status submission may takes many days to reach at head office	Online location based photo / video upload facility which itself tells status of pond construction. Increases Transparency
Reports to be derived from whole state data and submitted further for payment process and grant approval	Reports made ready as per data submission village / taluka / district / period wise
Very less information available in case of any dispute resolution	All information with time and location available which makes dispute (Complaint) resolution easy

17. Other distinctive features/ accomplishments of the project:

1. Photo / Video with location
2. Field officer tracking on map
3. Display of village pond measurement markups on map
4. Local data storage and synchronization of data on availability

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