

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

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

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

##### (i) Comprehensiveness of reach of delivery centres,

- Kathua District is situated at 32° 17' to 32° 55' North Latitude and 75° 70' to 76° 16' East longitude. The District is surrounded by Punjab in the South-East, Himachal Pradesh in North-East, District Doda and Udhampur in North and NorthWest, Jammu in the West and Pakistan in the South West.
- District has a geographical area of 2502 sq. km.
- District kathua is gateway to Jammu & Kashmir
- Nearly 70 percent of the area is hilly.
- Population of district is 616435 (as per census 2011)
- No. of Sub Divisions = 3
- No. of Tehsils = 5 and Blocks = 8
- No. of Villages = 512

##### (ii) Number of delivery centres

1 - Prayas Centre Kathua

##### (iii) Geographical

(a) National level – Number of State covered

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

(c) District level- Number of Blocks covered

ALL 8 BLOCKS

Please give specific details:-

##### (iv) Demographic spread (percentage of population covered)

**Bani- Tehsil (also Sub-Div.)** – is 150 Kms (approx) from District HQ and it takes about 10-12 hours to reach there. Most of the villages of Bani are accessible on foot. Percentage of Population covered = 10%

**Basohli Tehsil (also Sub-Div.)** – is 75 Kms (approx) from District HQ and it takes about 3-4 hours to reach there. Most of the villages of Basohli are on foot. Percentage of Population covered = 15%

**Lohai-Malhar** – is 110 Kms (approx) from District HQ and it takes about 6-7 hours to reach at Katli and from there it is 5 Kms on foot. Most of the villages of the block are on foot. Percentage of Population covered = 10%.

**Billawar Tehsil** – is 80 Kms (approx) from District HQ and it takes about 3-4

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hours to reach there . Most of the villages of of the block are on foot. Percentage of Population covered = 15%.

**Hiranagar Tehsil** – is 30 Kms (approx) from District HQ and it takes about 1 hours to reach there. Percentage of Population covered = 20%.

**Hiranagar Tehsil** – Percentage of Population covered = 30%.

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

- **Effective Public Grievance rederssal is the top most priority of the District Administration. Therefore a platform Known as “PRAYAS” developoed with the technical support of NIC District Centre kathua.**
- **High cost of lodging grievance.**
- **PRAYAS is a very honest effort to redress grievance of the remote and rural people who could not afford to visit the District HQ to meet Deputy Commissioner. And if he is not able to meet Deputy commissioner on that day (as he may be on tour/meeting etc) then the poor complainant has to stay for 1 more day at District HQ which will again cost Rs 400-500 more. So, the complainant has to spent Rs 800-1000 and also his/her 3-4 days may be wasted to simply lodge his/ her grievance.**
- A common man of remote area is not familiar with government culture, procedure and the schemes being implemented for his benefits.
- He has to visit from pillar to post for varied services of district administration.
- He comes to know about non-completion/completeness of his application after a long delay.
- A common man hesitates in visiting the Government offices due to which he becomes dependent over other people

### **Challenges:**

- Officers behavior when it comes to dealing with common man and their grievances
- Outdated and Out of use systems of grievance handling
- Decreasing manpower
- Meeting expectations and aspirations of people
- Perception of irresponsive and unaccountable administration

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

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- PRAYAS is an online SMS based Public grievance monitoring system.
- The objective of the PRAYAS – Centre Kathua provides services during the office hours in an integrated manner in an efficient, transparent, easily accessible, responsive, user friendly, cost effective and time saving platform for Public grievances redressal through the use of telecom/ IT services.
- All Submissions at a single point through Landline/ Mobile Phone.
- PRAYAS – Centre Kathua aims to provide qualitative and time bound delivery of Public services at common man's door steps.

### **Work Flow:**

- Grievances is lodged through Mobile at No. 01922-238796
- Grievances is listened by Deputy Commissioner in presence of all the district officers and after hearing the grievance the concerned officer replies to the query of the complainant. Grievance is recorded in the software and an auto generated Grievance No is generated and SMS is sent to complainant as well as to the concerned officer with target date.
- Concerned officer replies through e-mail before target date and the reply is entered into the software and again an SMS is sent to the complainant along with the reply received.
- If DC Kathua is satisfied by the reply received then the complainant is disposed.

**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. #)

Stakeholder consultation is really about initiating and sustaining constructive relationship over time. It is a two way process of dialogue between the project team and its stakeholders.

### **Stakeholders in this project are:**

1. District Level Officers/ officers/ officials of all the departments including PSUs: Consulted on monthly basis their input/ suggestions are sought for improvement of PRAYAS.

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2. General Public: Public participation communicates to participants how their input affected the decision. Remote area people to participate and register their grievance in PRAYAS.

3. PRAYAS Project team: The consultations carried out shall be undertaken, in good faith and in a form appropriate to the circumstances, with the objective of meeting all the suggestions of the other stake holders required for the betterment of the PRAYAS.

**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).

- **Effective Public Grievance redressal is the top most priority of the District Administration. Therefore a platform Known as “PRAYAS” developed with the technical support of NIC District Centre Kathua.**
- **High cost of lodging grievance.**
- **PRAYAS is a very honest effort to redress grievance of the remote and rural people who could not afford to visit the District HQ to meet Deputy Commissioner. And if he is not able to meet Deputy commissioner on that day (as he may be on tour/meeting etc) then the poor complainant has to stay for 1 more day at District HQ which will again cost Rs 400-500 more. So, the complainant has to spent Rs 800-1000 and also his/her 3-4 days may be wasted to simply lodge his/ her grievance.**
- A common man of remote area is not familiar with government culture, procedure and the schemes being implemented for his benefits.
- He has to visit from pillar to post for varied services of district administration.
- He comes to know about non-completion/completeness of his application after a long delay.
- A common man hesitates in visiting the Government offices due to which he becomes dependent over other people
- The objective of the PRAYAS – Centre Kathua provides services during the office hours in an integrated manner in an efficient, transparent, easily accessible, responsive, user friendly, cost effective and time saving platform for Public grievances redressal through the use of telecom/ IT services.
- All Submissions at a single point through Landline/ Mobile Phone.
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- Committed date for the delivery of service.

**PRAYAS – Centre Kathua shall prove its worth in providing additional important services:-**

- Help line for Disaster Management and mitigation
- Nodal centre for cross checking the progress and quality of different development works and flagship projects of Government
- **Ultimate objective is to strengthen the concept of Good Governance by Restoring Public Faith & Reliability in the Administrative Setup through Effective use of Commonly Available ICT tools**

### **SALIENT FEATURES OF PRAYAS KATHUA CENTRE**

- To provide a easily accessible, friendly, affordable, speedier and efficient interface between the government and the public.
- To ensure greater transparency, efficiency, objectivity, accountability and speed that can help tackle most of the maladies of the government by providing efficient services to the public.
- The Most Potent, Readily & Widely Available, User friendly, Cost-Time-Labor Effective mode of communication available today is mobile phone. Kathua PRAYAS centre ensures best possible synergetic use of available telecom features
- Regular Monitoring by Deputy Commissioner for delays beyond the specified dates

### **Technology Used**

**Operating System on which the database mounted :**      **Windows Server 2008**

**Web-server used, if any :**      **Web server of NIC HQ New Delhi**

**Data center used for the initiative:**      **The application is housed in house and no third party Data center is in use**

## **6. Strategy Adopted**

(i) The details of base line study done,

Kathua district is spread over an area of 2502 Sq. Kms and with its diverse topography the challenges for the people especially hailing from far off and hilly areas to get easy access to the district administration remained a distant dream due to multiplicity of the problems. Moreover the procedural hindrances also pave the way for delay in getting the access of the administration. It is the endeavor of the administration to make itself more accessible, transparent, responsive and accountable.

People of far flung areas like Duggan, Lohai Malhar are not in a position to visit District HQ every time they have grievances and also it is not always possible for them to afford the expenditure of approximately Rs 800-1000 and spare 3-4 days for one visit as the people are poor, less educated and their areas are inaccessible. Due to which they are not in a position to lodge their grievances and their grievances remain unheard. Therefore administration remains ignorant about their demands and

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the apathy towards administration increases which always reflects in poor delivery of services to the common people. Need was felt by the Deputy Commissioner Kathua, to devise a strategy to make the district administration more approachable and accountable so that the grievances of the masses are addressed and redressed at the right forum. **Deputy Commissioner Kathua has developed a platform Known as “PRAYAS” with the technical support of NIC District Centre Kathua which was launched on 22-05-2013.**

A dedicated telephone number i.e. 01922-238796 has been installed at the conference hall of DC Office Complex wherein Deputy Commissioner Kathua in the presence of all the District Officers/ Sectoral officers listens to the grievances of the callers on every Wednesday from 10 am to 11 am. After taking calls, the grievances are then registered immediately and referred to the concerned department for appropriate redressal with instructions/orders, on the spot or to the maximum time limit of seven days from the date of registration. A unique complaint number is generated through software and provided to the complainant as well as the concerned officers through SMS from PRAYAS cell. An email containing the brief account of the complaint is also sent to the concerned department so that the complaint can be addressed within the stipulated time of seven days without any delay. To facilitate complainant for tracking the status, a link on the website <http://kathua.nic.in/static/misc/Grievances.htm> has been provided. A double check mechanism through call back process to the complainant has been devised by the PRAYAS cell to inform about the action taken by the respective department. Regular monitoring of the PRAYAS cell is an added feature to keep a check on the disposal of the complaints/ grievances so that common man can get timely redressal with effective solution.

### (ii) Problems identified,

1. General Public of remote/far flung areas who are not in a position to visit District HQ every time they have any grievance.
2. Govt employees who have to submit their grievances to the concerned district Officer
3. Businessmen who are not aware about the welfare schemes related to their business.
4. A common man of remote area is not familiar with government culture, procedure and the schemes being implemented for his benefits.
5. He has to visit from pillar to post for varied services of district administration.
6. He comes to know about non-completion/completeness of his application after a long delay.
7. A common man hesitates in visiting the Government offices due to which he becomes dependent over other people

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

- Level of Conduct: Project Implementation activities and issues are addressed : All District/ Sectoral Officers
- Nature of Grievances and its disposal: Grievances is marked to the

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concerned officer and officer is instructed to send reply within a timeframe given to him by the Deputy Commissioner.

- Disposal: If Deputy Commissioner satisfied with the reply received then the case is disposed.

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

SMS based and e-mail.

### 7. Technology Platform used-

(i) Description,

Operating System on which the database mounted : Windows Server 2008

Web-server used, if any : Web server of NIC HQ New Delhi

Data center used for the initiative: The application is housed in house and no third party Data center is in use

(ii) Interoperability

(iii) Security concerns

Security audit is cleared by the NIC. Web site is audited.

(iv) Any issue with the technology used

Nil

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

Through NIC only.

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

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

- PRAYAS is a very honest effort to redress grievance of the remote and rural people who could not afford to visit the District HQ to meet Deputy Commissioner. And if he is not able to meet Deputy commissioner on that day (as he may be on tour/meeting etc) then the poor complainant has to stay for 1 more day at District HQ which will again cost Rs 400-500 more. So, the complainant has to spent Rs 800-1000 and also

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his/her 3-4 days may be wasted to simply lodge his/ her grievance.

- Effective Public Grievance redressal is the top most priority of the District Administration. Therefore a platform Known as "PRAYAS" developed with the technical support of NIC District Centre Kathua.
- High cost of lodging grievance

(ii) Feedback/grievance redressal mechanism,

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(iii) Audit Trails,

Security Audit of the Web site has been done.

**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)

Most of the officers knows the local language, so local language is supported. Software is standard software which is independent of technology used as it is web based software and is proper Security audited is done through NIC. So it can be used from anywhere and can also be replicated in other district as well as in other states.

### 10. Adaptability Analysis

(i) Measures to ensure adaptability and scalability

Adaptability is the extent to which a software system adapts to change in its environment. An adaptable software system can tolerate changes in its



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environment without external intervention.

**(ii) Measures to ensure replicability**

It can be replicated in other district as well as in other states as it is standard web based software which is independent of technology used. proper Security audited is done.

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

Nil

**(iv) Risk Analysis**

Database needs to be secured. It is hosted on NICs Server. Backup is also maintained.

Replies of Grievances must reach before target date.

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

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

20-25 Grievances are registered every Wednesday.

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

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

1 week target date is given.

**(iv) Accuracy of output,**

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

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

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saving platform for Public grievances redressal through the use of telecom/ IT services.

- All Submissions at a single point through Landline/ Mobile Phone.
- PRAYAS – Centre Kathua aims to provide qualitative and time bound delivery of Public services at common man's door steps.
- Committed date for the delivery of service.
- **PRAYAS – Centre Kathua shall prove its worth in providing additional important services:-**
- Help line for Disaster Management and mitigation
- Nodal centre for cross checking the progress and quality of different development works and flagship projects of Government
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### 13. User convenience (Give specific details about the followings #)

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

SMS, Web based, e-mail

(ii) Completeness of information provided to the users,

Through SMS

(iii) Accessibility (Time Window),

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specified dates

(iv) Distance required to travel to Access Points

Nil

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

Online

(vi) status tracking

**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. #)

Staff is hired from other Govt departments. It is an SMS based online Public Grievances Monitoring System, so there is no revenue generation.

**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. #)

- To provide a easily accessible, friendly, affordable, speedier and efficient interface between the government and the public.
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**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. #)

Not applicable

**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.#)

Nil

**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. #)

1060 grievances are registered.

**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.)

- a). Service Access Points: Any type of grievance
- b). Service Charges: Nil
- c). Travel Cost: Nil.
- d). Indirect cost incurred by user: . User has to bear only Mobile Phone call charges
- e). comprehensiveness of service/information provided: through SMS
- f). Distance required to travel: Nil
- g) mode of service delivery: SMS
- h) citizen charter (time to deliver the service),
  - (i) Green e-Governance (power & paper consumption, disposal of e-Waste etc.) Nil
  - (j) revenue collection: Nil

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(k) Capacity Building (No. Of persons trained) etc.): All officers and staff of PRAYAS team.

**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**

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**(ii) To citizen**

Total Griavnces registerd is 1060
Grievances redressed: 902

**(iii) Other stakeholders**

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**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): G2C

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

- The objective of the PRAYAS – Centre Kathua provides services during the office hours in an integrated manner in an efficient, transparent, easily accessible, responsive, user friendly, cost effective and time saving platform for Public grievances rederssal through the use of telecom/ IT services.
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### **additional important services:-**

- Help line for Disaster Management and mitigation
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23. 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.