Chapter 5

Synopsis of Initiatives Recognized for
CSI-Nihilent e-Governance Awards – 2009-2010
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G2C Category Projects
CHOICE – IT Project by IT Department of Chhattisgarh

C H O *i* C E stands for **CH**hattisgarh **O**nline *i*nformation for **C**itizen **E**mpowerment. The CHhattisgarh Online information system for Citizen Empowerment (CHO*i*CE) provides one stop solution for anywhere-anytime based citizen services of Government. CHO*i*CE project has evolved on a Public Private Community Partnership (PPCP) model with the help of private persons appointed as CHO*i*CE agents. It is deployed using Open Source platform.

CHOiCE Project provided all of the following for the stake holders both citizens and the Government:

- Electronic citizen service interface across State to deliver more than 130 e-governance services at citizen doorsteps.
- Provided a 'single window' experience for residents, enabling them to avail most of the Government services.
- Improved communication between government administrators and citizens by building an interactive Web portal to disseminate information and submit grievances.
- Transparent, best-practice business guidelines, ensuring staff and residents track the progress of a payment or query, enhance efficiency and productivity as a result of automating manual processes.
- Lowered the costs by adopting a centralized architecture, enabling the platform to be administered and supported from one location.

Currently all the services get delivered thru common service centers, kiosks etc for 50% of the urban population spread across six districts. Considering the nature of Application multiple levels of Security has been incorporated in the system including biometric authentication & digital certificate for digital signature.

G2G Category Projects
Integrated Finance and Forest Works Management System, *Madhya Pradesh Forest Department*

Forests are essential for survival and sustenance of life. Madhya Pradesh (MP) has a long history of scientific forest management. The forest policy provides conceptual guidelines for forestry work. MP has got the maximum forest area in our country and is very important from the Forest prospective. The forest area of the State is 94689.38 sq. km constituting 30.17% of the geographical area of the State and 12.44% of the forest area of the country which is maximum forest cover in country.

For proper administration and management, the state has 16 Forest Circles, 62 Territorial Divisions, 129 Territorial Subdivisions, 362 Territorial Forest Ranges, 1,354 Sub ranges and 7,056 Beats.

i-FFWMS is Unique project as it has been designed & developed in such a manner so as to exploit the capabilities of diverse technologies like various ICT, MIS, Satellite imagery, remote sensing & GIS. It seamlessly integrates Budget Receipt, Allocation, Expenditure, Revenue, Forestry Works, GIS & Satellite imagery to view

the actual progress of works in real-time. The project also facilitates transparency in the progress of works by facilitating the change detection on time line using satellite imagery.

It is a Role based, work-flow, User friendly, strategic accounting cum information system that considerably curtails the time spent in manual preparation of accounts. . It has In-built strict monitoring system at various levels.

The project facilitates the online creation and dissemination of vouchers, receipts & cashbooks. The automation of financial accounting has lead to systematic, error free and live maintenance of accounts of Range and DFO offices, ease in preparation and compilation of voluminous accounts and related reports.

System automatically creates centralized registers and databases of Stock, Works, Assets etc. The software compels the DDOS and Sub DDOs to adhere to the forest financial rules thereby minimizing the audit objections and the work-flow system has also enforced accountability on all the users of the system, as it is now very easy to track the pendency at various levels

G2C Category Projects
MP On Line – Madhya Pradesh

MPOnline is an acronym for 'MP Online Information for Citizen Empowerment', the citizen services portal of Government of Madhya Pradesh (GoMP). MPOnline Limited is a Joint venture company that is mandated with delivering G2C and B2C services to the common man via its portal https://www.mponline.gov.in. MPOnline is providing more than 130 G2C, G2B and G2G services and has added 18 new customers in FY 09-10. The number of successful transactions has increased from 5.54 Lakhs in 2008-09 to 25.53 Lakhs in 2009-10 - an increase of 500% in business. Currently, MPOnline services are being delivered through 2000+ kiosks and 4400+ Common Service Centres (CSCs) established under GoMP's eGovernance initiative. MPOnline has presence in all 50 districts, over 300 tehsils and 280+ blocks of MP. The initiative generated employment for over 10,000 citizens and helped to build capacity and motivated IT literacy in the citizens of Madhya Pradesh.

The project is being implemented on a Public Private Partnership mode adopting a Build-Own-Operate (BOO) model with no upfront financial burden on the State. As per the Cabinet mandate given to MPOnline, all revenue is to be earned via a User Pay Model in which users pay for the services availed via the MPOnline portal.

The kiosks and CSCs through which MPOnline services are delivered are set up as franchisees. All investment in personnel, infrastructure and connectivity are borne by the kiosk/ CSC owners.

The project rolled out as a State initiative has spread well across the State and has become an integral part of citizen-Government interface.

G2B Category Projects

Commercial Taxes account for nearly 2/3rds of the revenues in the state of Kerala. The e-Tax Administration program has been implemented with a view to move the entire trader – department interface onto an ePlatform to minimize corruption and build a transparent and efficient system which improves productivity.

Entire Department - trader interface is computerized. Returns are filed, payments are made, statutory forms are downloaded, consignments are declared, invoices are uploaded, and registrations are renewed on an electronic platform. Services are available on 24/7 basis. Since all the data required for scrutiny is available on the electronic database, officials are able to undertake an effective and thorough scrutiny within a fraction of the time. The system has improved efficiency for the traders as well as the dealers and improved the productivity of the employees. Currently all the transactions of all the 1.6 lakh traders in Kerala are being conducted on the e-platform. The application software KVATIS developed and deployed by the department facilitates tax administration and is also accessed through the gateway www.keralataxes.gov.in. As a measure of using already created infrastructure Akshaya centres is being used for delivering services. More than 3000 computers in about 431 Commercial Tax Offices and Check Posts have been interconnected through the Kerala State Wide Area Network (KSWAN) to the system, hosted at the State Data Center (SDC). Though operational since end of 2007 a number of new features / functionality got introduced during the year 2009-10.
The program and the e-Platform enabled right implementation of G2B services

e-Governance Initiative in Department Category

MSTD is a major revenue collecting body for the Government of Maharashtra and this eGovernance initiative of the department has further increased the revenue collection.

The project brought the services of the Department closer to the doorsteps of the citizens through "Anywhere anytime services", simplified and streamlined the procedures of the Department and helped eliminate non-value adding processes from the system.

This e-Governance initiative benefits around 6, 00,000 registered dealers under VAT who file 15 lakhs returns per annum, 15,00,000 enrolled Profession Taxpayers, the department officials and other government officials.

Some of the e services initiatives of the Sales tax department improving the customer service include: E-Registrations, E-Returns, E-Scrolls, E-Payments, E-Annexure, E- Refund, Electronic Clearance for Refunds, Demat of CST Forms, E-Audit

Report, Dealer Accounting System, Dealer e Mail Services, Helpdesk facility The application is accessed by the 38 Sales tax offices across the state.

Efficiency indicators rae many Ex. Allocation of the cases to a particular desk based on equitable load distribution, maintaining the audit trail of each case, availability of pending file lists in the application increasing accountability, automatic calculation of the tax liability based on return files and generating of defect memos etc. All this helped the department in higher collection and improved the revenues.

Innovations in deployment include: Free unique Email ID for each dealer enabling sending reminders / notices and communicating better. To eliminate bogus dealers TIN to PAN number linkage has been established. Seamless data exchange between various Govt. is helping detect frauds or evasion of tax cases.

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e-Governance Initiative in Environment Area
Pollution Control Board, Gujarat

Xtended Green Node- is an I.T solution of GPCB as part of e-Governance initiative. XGN is a web based application, hosted in a central Server with delivery centres spread all over the state. It has been implemented in all the **18 regional offices** of the board an Head office in Gandhinagar & also rolled out in 3 other states. The system is being used by more than1900 users daily.

The initiative is helping stake holders in:
- *Identical interpretation* of the Pollution,
- *Transparent & Speedy e-File Movement* from Field Offices to Head Office
- Maintaining of previous *Visits / Samples history* for reviews & decisions,
- *Increase Industry & hospitals-Base* for effective environment compliance,
- Maintaining comparative statements for   *Industry Stacks/Waste water samples*
- Ground, Surface Water/Ambient Air CPCB Sampling Points over a period of time enabling effective enforcement of pollution control measures,
- *Timely alerts* for Renewals/Expiry of CCAs & Payment Dues & returns to industries,
- Effective monitoring of Waste-Water, *Hazardous, Bio-medical waste* generation, its treatment and eventual disposal,
- Reducing time-gap between raising of queries & their replies & a effective
- *Online interaction* between PCB staff, industries through e-TALK, SMS, e-messaging,
- *Online Application* for NOC,Consents & Authorizations for Industries & Hospitals right from their factory premises,
- Uploading the physical file in form of *PDFs files* for 34 type of documents from their Logins,
- *Scrutiny* of the applications,
- E-Communication between stake holders towards faster compliances of queries thru *e-Talking, e-Messaging & SMS*, *Speedier conveyance of Decisions* to end-users etc

Some of other purposes the system is being used *Bulk SMS* to a group of end users in case of disasters, Monitoring of Public Complaints, SMS to the citizen on the action taken against Ind/Hospital

The 183 Local Bodies are the core of the MSW Module as far as monitoring of Municipal Solid Waste is concerned.

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e-Governance Initiative in Department Category
Department of Prisons, Goa

"The measure of a civilized society is in its treatment towards crime and criminals". The Goa Prisons department therefore decided to introduce e-Governance in its Prisons Management comprehensively with a focus on management of prisoners and their day to day affairs that in-turn ensures the working of a fair, just and proper Criminal Justice System.

PRISMS-II is a proof of sustainability and growth of PRISMS-I earlier implemented has further empowered stake holders through new features / facilities like:

- Introduction of the Touch Screen Kiosk Application helped prisoners access all information related to their PDR, PPC and the status of their various application,
- the department is able to monitor Victim Compensation fund through the Work Wages and Victim Compensation Fund Management Module,
- a complete history of the Grievance redressals forwarded by the Prisoner and the reform activities undertaken by him/her is now available in the system**,**
- Staffing and posting of Jail guards is now totally automated process with facility to generate posting at one click
- Besides the Prison Officials PRISMS has brought in important stake holders like- Prisoners, Victims and Judiciary.

Sustaining PRISMS from earlier adoption and successfully rolling out PRISMSII reflects on the value being perceived by all stake holders.

ICT Initiative at National level
NCAOR – Development of Marine Geophysical Database - an initiative of the Ministry of Earth Sciences

National Centre for Antarctic and Ocean Research(NCAOR), an autonomous body of the Ministry of Earth Sciences (MoES) has, on behalf of the Ministry undertaken a comprehensive marine geophysical data acquisition program comprising state-of-the-art multi-channel seismic reflection, refraction, gravity and magnetic profiling as a part of a National Project. The information on various facets, layers, depths of sea has been crucial for variety of agencies. Such information raw/ processed and interpreted data is usually stored in various magnetic media, which are susceptible to loss over time.

Mapping is also required for different requirements by creation of marine geo-physical database. For example this will help the scientific community in seismic analysis and exploration of natural resources.

NCAOR therefore initiated this state-of-the-art data archival/ retrieval system. The development of this system has enabled NCAOR to share data online with certain sections of the scientific community, and also allow better data analysis and interpretation. The database describes the content, format and access methodology and the data will be intimately linked with abundant metadata describing the primary details in terms of when and how the data was collected, the nature of data collected, how the data was processed, necessary supporting information that went in to the processing etc.

With the introduction of the system access time for data has got reduced drastically, Visual representation of range of data properties for MCS (Multi-Channel Seismic), OBS, Magnetic, Bathymetry and Gravity on Indian Ocean map with internationally accepted colour codes is helping scientific community in seismic analysis and exploration of natural resources, Users now enter the spatial values as search parameters to view the search result in the form of text or on a map.

e-Governance Initiative in Research Area
Council of Scientific & Industrial Research - CSIR

Council of Scientific & Industrial Research (CSIR) has taken the initiative for the organizational level transformation in which most of the document based work is being converted into electronic workflow with minimal involvement of physical document movement.

- *Government to Citizen (G2C) which are part of the transformation include:* handling of RTI queries leading to efficient service delivery, Web Portal services on "CSIR-800", a project for rural technologies benefitting the common man, Online nomination, review and selection of Awardees for

Shanthi Swarup Bhatnagar Award, Young Science Award, GNRamanchandran Award, etc.

- *Government to Business (G2B) currently being provided include:* Technology Showcase provided electronically for users like industries and entrepreneurs, handling of technology queries are being handled electronically

- *The other Government to Government (G2G) and G2E services include:*

  - Online processing of queries from Ministers,
  - Parliamentarians and other VIP references,
  - handling of Parliamentary Questions through electronic work flow solution encompassing 37 labs located all across the country,
  - employee self services like GPF advances, claims, leave applications, etc,
  - Grievance redressal system through online interactions,
  - Inter office communications through Intranet Portal, Video Conference, webinar and
  - e-Learning modules for competency building.
  - The deployed application evolved CSIR into an integrated enterprise in terms of the transaction processing.

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e-Governance Initiative in Law & Judiciary
Himachal Police Department – IT Initiatives

HIMPOL (Computerization of Himachal Pradesh Police) project provides facilities for public like online payment of traffic challans, online complaint/information to the Police Stations, FIR, and registration of Foreigners etc. Beside this, the Web Portal includes useful information for public as well as for the department like telephone directory of Police officers, necessary guidelines and tips for general public, tourists and foreigners, crime trends, the information under RTI Act, list of Most Wanted & Missing Persons, details of various Community Policing Schemes launched by HP Police.

Police station being the basic unit of police administration in a district all crime has to be recorded at the police station and all preventive, investigative and law and order work is done from there. *Today there are 114 Police Stations in the Himachal Pradesh.*

Basically HIMPOL provides G2C Services**:**
- Online Complaints/Information/FIR**,** Online Traffic Challan System**,** Foreigner Registration as well as G2G Services:
- Daily Station Diary of the Police Stations**,** Registration of FIR**,** Investigation, Prosecution**,** Integration with Transport Department for Data of Vehicle Registration. On the other hand Police Department is using the system effectively since most of the information is available on line for all concerned instantly.

- Also all departmental notifications, orders etc. are online and available from the HIMPOL portal.Integration with the Transport Department for Data of Vehicle Registration has helped effective utilization of the system.

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e-Governance Initiative in Public Distribution Area
Transparent Targeted Public Distribution System of Food & Civil Supplies Department – Uttar Pradesh

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A significant part of the challenges in the PDS system emanates from Bogus (ration cards belonging to fictitious families) and Shadow (genuine ration cards used by someone else) ration cards in the system. If the bogus cards can be substantially weeded out and a mechanism put in place to positively confirm and track the availability of essential commodities for individual beneficiary off-take on a monthly basis, the problems relating to PDS leakages, Transparency and Transportation would get resolved, as leakage would become more difficult to hide.

This initiative of the department focused on improving the quality of the beneficiary database and empowering the beneficiary with information regarding availability coupled with a computerized MIS system that has effectively improved the PDS system.

The Food & Civil Supplies Department, as part of the Targeted Public Distribution System (TPDS) operates through a network of 73,000 Fair Price Shops.

IT-enabled services being provided by the Food & Civil Supplies department of UP have an impact on all three categories – **G2C** (BPL, Antyodya, APL card holders, farmers), **G2B** (Transport Contractors, Rice Millers, FPS Owners etc.) & **G2G** (Administrators, District Authorities, Govt. Officials). The initiatives taken to date have brought in a paradigm change in the functioning of the department. ICT is being used to provide the following services:

For ex. Under G2C Citizens and ration card holders are provided correct and timely information free-of-cost through sms alerts on lifting of food grains, sugar, kerosene oil and other essential commodities supplied through the TPDS, They also get to know if their FPS dealer has been suspended, and which FPS dealer will distribute their rations.

Under G2B FPS dealers are no more at the mercy of the officials as action by them has been mandated to be brought online. Under G2G the database of ration cards is being used for linking with the ambitious UID project, Other departments, such as Rural Development, are using the exhaustive database in their own schemes.

e-Governance Initiative in Department Category
Land Records Information System of Directorate of Settlements and Land Records – Goa

Land and its ownership is a matter of concern to all landowners large or small. Considering this both the state and individual owners of land need to know with certainty and accuracy the boundaries and extent of their property.

Survey and Settlement department of Government of Goa is the custodian of the legal land records and is responsible for preservation, updating and dissemination to public and other Government Agencies on demand.

Accurate land records also help all other departments use the same for all their planning activities A *map-based networked information system that has all base maps and grows over a period of time to allow attachment of layers and layers of graphical and alphanumeric domain specific data is the important intitative under this project*

After achieving issue of Land Records From Anywhere in the State, the Land Records Department has taken the step forward to put all the data available from a web based GIS, making it possible to view and obtain Goa Land Records from Anywhere in the World. Distributed Issue and Maintenance of Land Records is one of the benefits realized. As a measure of securing data the same is encrypted and linked to workflow for any updates. Approved Digital Maps are archived and available in Read Only Mode. For updating, any map a multi level biometric authentication is in place.

The Department has taken another innovative approach of doing away with issue of copies of paper maps for field verification. Notebooks(Laptops) with relevant maps and viewing software are issued to Talatis, so that they can easily view and verify location, extent, ownership, tenancy and features of any land parcel during the field verification process that is mandated for mutation procedure.

e-Governance Initiative in District Category
Shahid Bhagat Singh Nagar, Punjab

Shahid Bhagat Singh Nagar, the home district of the legendary revolutionary of India, lies in south –eastern part of Punjab. Carved out of three districts in 1995; SBS Nagar has not looked back even once in its spectacular growth as "the IT district of Punjab". Today it is the leading district in the state in the field of providing citizen services in the most transparent and time bound manner with the help of information technology. The E- governance facilities in the district have not only been able to provide basic services to the common man, devoid of any hassles of standing in long queues in government offices, but they have also made the citizen more aware of "what's happening" in the district by providing updates of various schemes and projects being run by the government through its various departments.

There are a number of e-governance projects that are presently going on in the district and many others that are still in the pipeline. Some of the E-governance initiatives in the district through which services are delivered using ICT are as follows:

> SUWIDHA: Single User-friendly Window Disposal and Helpline for Applicants.

> Registration of Documents: A software has been developed to register documents through computers.

> Reference Monitoring System: Daily references received in the DC office are being fed and monitored under this software.

> Grievance Redressal System: Every week on Tuesdays an open hearing is given to the public by the DC where all district heads from various departments are also called. This is known as "Sangat Darshan" when people can freely come with any grievance of theirs.

> PRISM: This software is running in both the tehsils (Nawanshahr, Balachaur) and Sub-tehsil Banga. All types of registration of property, Power of Attorney, Gift, Will etc. are being done at concerned Sub-Registrar/Jt.Sub-registrar office.

The main policy behind all the ongoing / planned schemes above is to make governance transparent and hence totally accountable to the normal citizen. It is intended that the citizen be made free from all cumbersome procedures and red-tapism and he / she feel empowered through the use of ICT.

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e-Governance Initiative in District Category
Jhansi, Uttar Pradesh

Jhansi District of Uttar Pradesh (India) exhibits an amalgamation of unique culture, harsh geographical conditions and varied aspects of socio- economic development. The district Jhansi has implemented almost all the e-governance applications made available by the State and Central Government such as Single Window System, LOKVANI (Online Public Grievance Redressal System), TEHSIL DIVAS, SWAN, Common Service Centre (CSC), Land Record Computerisation, VAHAN, PRERNA S/W (Land Registration, Will, etc. using biometric devices), TISNIC S/W (treasury information system), etc. The District has developed and successfully implemented a unique grievance redressal system named "Jhansi Jan Suvidha Kendra".

Jhansi Jan Suvidha Kendra (JJSK) is a forum where any citizen who is a resident within the territorial limits of district Jhansi and is legally entitled for delivery of public services can lodge his/her complaint in case s/he is aggrieved by any action, inaction on the part of any governmental department working in Jhansi. The public of Jhansi has appreciated this efforts.

JJSK is equipped with three computer systems, three laser printers, one voice logger system, SMS gateway, internet connection, web server for online processing, Web application, three telephone lines with caller-ID, one Fax machine, one Television

and various News papers and journals are subscribed. Every day one district level officer, two clerks, two computer operators and one class-IV employee are assigned duties in JJSK to run and monitor the project in shifts of eight hours each on voluntary basis. In JJSK each and every incoming call and outgoing call is automatically recorded by the voice logger software which saves the complete call conversation with telephone number, date, time and file name.

The district policy for Good Governance is the application of Information Technology in the processes of Government functioning to ensure the highest standard of services to the citizens by providing instant access to the selected government information, and interfaces for communicating with the various government functionaries, wherever & whenever they need it. The District Administration, Jhansi is committed to provide the general public, especially living in distant rural areas of the district, with the benefits of "using Information and Communication Technology (ICT) in Governance" at their doorstep.

e-Governance Initiative in District Category
Gwalior - MP

The purpose of all the egovernance projects developed / implemented or supported by district Gwalior , is to provide effective services to common man. On the one hand, the district has implemented highly sophisticated web based solutions like e-scholarship, e-khanij, samadhan online etc. On the other hand district administration Gwalior is trying to provide services at remote , infrastructurally   backward rural areas. Janmitra Samadhan Kendra is such an application, in which the District administration provides services to rural masses.

Janmitra samadhan Kendra itself taking care to deliver 72 services of 13 different departments within time limit . Janmitra Samadhan Kendra is a new imitative which ensure
  * Timely delivery of citizen services through decentralized Janmitra Samadhan Kendra Centers
  * Ensure field level govt employees attend their duties regularly
  * Administration is using specially customized Biometric attendance monitoring system for this purpose.
  * An online performance monitoring modules is being used to monitor performance of departments and field level employee .

This mechanism of delivery of decentralized services has greatly improved service delivery to common man . Other applications like PARAKH , NAZOOL NOC , Compturised Khasra Khatoni etc are other e-governance applications which is being used effectively in the district .

The initiative was launched on 25th Sept. 2009 in the remote and backward block Barai of district Gwalior with 12 Janmitra Kendras . After huge success in this block the project was scaled up to cover the whole rural geographical area of the district. With 47 Janmitra Kendras close to 1 million rural population of the district is

benefited through this project . The public response to the Janmitra has been phenomenal & beyond all expectations. Presently total number of 72 G2C services of 13 different departments are being offered at these centers.

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