

National eGovernance Awards 2014-15

Innovative use of Technology in eGovernance – “Ability Gujarat”

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

1) Coverage – Geographical and Demographic:-

i. Comprehensiveness of reach of delivery centers: Multiple channels for delivering service to PwDs have been adopted in Ability Gujarat project to maximize the coverage. Service delivery options includes:

- ✓ Direct registration through web site
- ✓ Manual form fill up of forms by health workers and then data entry at nearby health center.
- ✓ Disability cell that accepts manual forms via post and performs registration on behalf of PwDs

ii. Number of delivery centers:

There are two major components in the type of service delivered under Ability Gujarat

- ✓ PwD Registration (More than 2000 all health facilities across the State plus web site)
- ✓ Assessment & Certification (All health facilities across the State, Assessment & certification performed at particular centers based on the type and nature of disability)

iii. Geographical

State/UT level- Number of District covered – **It is at the State level (Covering all the 33 District of Gujarat State.**

Please give specific details:-

iv. Demographic spread

Entire Gujarat state as the application is open to the entire PwD population. (Approx. 1.81 as per 2011 census percent of the entire State population, current state population 6 Cr)

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2) Situation Before the Initiative:

Some of the major challenges faced:

- a) Difficult to trace the total number of disabled across the State as data was scattered
 - ✓ Allowed public access to all in case of PwD registration for faster creation of PwD Database.
 - ✓ Gathered data from different Govt hospitals, NGOs and other institutes.
- b) Updating all the PwDs about the website and process for registration
 - ✓ Mass trainings and awareness programs were conducted on mission mode in all the districts of Gujarat
- c) Method to be used for assessment and issuance of certificates through the system by doctors.
 - ✓ The GMC No. of each doctor was used as the base and unique identification so that assessment and issuance of certificate can be easily tracked.
- d) Incorporation of key validations as per PwD Act at the time of PwD assessment for various forms like Form-2, Form-3, Form-4 & Form-5
 - ✓ A separate panel setup consisting of various specialists who constantly reviewed the Assessment process until it did not reach the standardized required level.
- e) To choose the technology to be used, design and look of the portal
 - ✓ To overcome the challenge of cost the portal was developed in open source as no much licensing cost is involved and the design and look of the portal was done keeping in mind the PwDs thus maximum use of mouse was done instead of free text boxes

3. Scope of Services/ Activities Covered

There are two major components in the services offered:

- 1) PwD registration (this covers)
 - a. Direct online registration from website.
 - b. Registration through NGOs- using website/manual forms
 - c. Manual forms filled by Health workers
 - d. Applications sent via postal services to State Ability Cell
 - e. Entry done by DEO at State Level in Web Portal

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2) PwD assessment & Certification(this covers)

- a. Assessment of PwD for the type of disability
- b. Verification and uploading of proof / identity documents
- c. Assessment of disability percentage based on disability act formula (automatic) no manual intervention
- d. Certificate issuance

4. Strategy Adopted

- i. The details of base line study done, Our Public Health System was lacking a database for identifying the exact number of PwDs across the state and it was really difficult to extract this data from any source.

The Commission is of the view that 100% Registration of all persons with Disability must become a reality – To achieve same goal & to overcome above mentioned loopholes we identified new Project names as “Ability Gujarat

- ii. Problems identified

- ✓ Apart from this during our study we identified that majority of the PwDs across the State do not have a disability certificate which is the base for acquiring any future rehabilitation services. To overcome above mentioned loopholes “Ability Gujarat” was launched.
- ✓ Majority of PwDs unaware about the benefits that are given to them or they are entitled for
- ✓ Information at District level only
- ✓ No. of PwD Certificate Issued, Disability type wise, district and gender wise, age wise counts.

- iii. Roll out/implementation model,

The rollout of the project was done in phase wise. First pilot was done at Gandhinagar civil hospital and during the pilot all the hurdles which were faced in live environment were addressed. After this a strategy was finalized to rollout across the state with short term and long term objectives in mind.

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Short Term Objectives:

- ✓ Creation of a database for PwD's in state by development of a module for registration of PwD's
- ✓ Identification, Online Certificate Issuance to PwD's with simultaneous generation and regular updating of data
- ✓ To generate a computerized Database of all Persons with Disabilities. (Online Registration of PwD's)

Long Term Objectives

- ✓ Creation and regular updating of a comprehensive databank of PwD's in Gujarat
- ✓ Promotion and prevention of disability to ensure equal opportunities, protection of rights and full participation
- ✓ To provide Disability Certificate by Web Based Application (e- Certificate for Disability)

iv. Communication and dissemination strategy and approach used:

- ✓ Overall Implementation & Monitoring from state level with regular review meeting conducted on monthly basis.
- ✓ Impart Training to all the district users at the grass root level
- ✓ Prepared Administrative and Technical guidelines
- ✓ IEC material regarding Ability Gujarat Registration process
- ✓ Creating new User ID from Ability Cell & take care of Ability Gujarat database at State Level
- ✓ Statistical & Analytical reports for effective decision

5. Technology Platform used:-

- (i) Description, - Ability Gujarat portal is built on open source technology
- (ii) Interoperability – The portal is scalable and can be used as a tool for interoperability between various health schemes / programs.
- (iii) Security concerns – The portal has been audited by a security firm and does follow / adhere the key security pros and cons of web site hosting.
(Certified by: DIGITAL AGE STRATEGIES PVT. LTD. IT Security Solution Providers & IS Auditors, Bangalore – Karnataka, India)
- (iv) Any issue with the technology used – As the portal is built using open source there are no major issues.
- (v) Service level Agreements (SLAs) (Give details about presence of SLA, whether documented, whether referred etc.).

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6. Demonstrate innovative use of ICT for development

The key reason for considering the project innovative is the approach used in registering all PwDs. The registration process was not just over the Internet but a disability cell was set up at State level to manually receive forms via post from across the state and the team carried out the registration process on behalf of the PwD and the team even intimated the PwD once registration was complete.

- ✓ There is a specially designed query module to identify the location and type of disability of PwDs which makes it easy to organize camps with target result
- ✓ Each of the Govt. doctor is given unique identification code which allows him/her to issue certificate from any location.
- ✓ The registration process allowed PwDs to submit any one proof of identity form the listed 9 different options which is one of the reason for its success as in previously only Ration card was allowed.

7. Citizen Centricity

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

Following are the major factors involved in utmost time and efficiency management:

- ✓ Multiple options for registration (Online, Post and Manual) resulting in faster registration of PwDs across State.
- ✓ Easy to locate defined group of disables through State repository which makes it easy for State authorities to reach to him/her which was earlier not possible.
- ✓ PwDs can locate the nearest facility around them where assessment can be performed using the online portal.
- ✓ PwDs / NGOs / Other organizations can easily access the key documents required for certification, process to be followed, acts and policies etc... for which they don't need to travel to any office.

(ii) Feedback/grievance redressal mechanism, - For feedback / grievance two platforms have been established:

- 1) Disability Cell (Deals with administrative, policy issues)
- 2) Central Help desk (Deals with technical and operative issues)

(iii) Audit Trails:-

The portal has several reports which are generated on regular basis for authentication purpose. Though a full fledge audit trail within the application is not there.

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(iv) Interactive platform for service delivery:-

Covered in above points

(v) Stakeholder consultation –

Disability cell and Central helpdesk set up at the State level have been established to address stakeholder concerns / consultations.

8. Adaptability and Scalability

Given below are the points leading to adaptability and scalability of the project:

- ✓ The data generated from the Ability Gujarat can be shared with the Social Welfare department for giving rehabilitation facilities to the PwDs
- ✓ Provision to introduce SMS alerts to PwDs to easily update him/her about the nearest health facility where he/she can go for PwD Assessment.
- ✓ The query module of Ability Gujarat portal can be used to identify the regions where PwD of particular type is more and the same reports can be shared with State authorities to take proactive action in controlling the further spread or identify the root cause.
- ✓ Facility to allow PwDs to retrieve his/her disability certificate from any location at any point of time.
- ✓ Multiple browser support, user can access portal using any browser
- ✓ Use of Govt. approved fonts and structure for data capturing
- ✓ Address all the security concerns needed for secure access and unexpected / unwanted attacks.

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9. Adaptability Analysis

(i) Measures to ensure adaptability and scalability some of the key points to keep in mind are stated below:

- Process execution should be ready otherwise the change management process will lead to several queries and issues which are difficult to address resulting in uneven data generation from the system.
- Provision should be kept in the application for scalability and inclusion of new policies and processes so that any change at the later stage of the project should not affect the reporting pattern or data capturing process.
- To increase the acceptability of application by majority of users. To do so we adopted Train the Trainer concept, prepared champion users and they further imparted the training. Along with this several flow based ppts and videos were made available for downloading assisting users. This approach helped a lot in increasing the overall usage and acceptability.

(ii) Measures to ensure replicability – Above mentioned

(iii) Restrictions, if any, in replication and or scalability – No major restrictions, mutual understanding with the social justice department shall boost the overall process.

(iv) Risk Analysis

10. New Models of Service Delivery

- ✓ Involvement of NGOs in accelerating the process of PwD identification and registration
- ✓ Few NGOs given opportunity to identify the beneficiaries to achieve the certification in short time.

11. Efficiency Enhancement

- (i) Volume of transactions processed – In total around 10 lack plus PwD registrations and 3 lack plus PwD certificates issued till date.
- (ii) Coping with transaction volume growth – Central help desk well equipped with the increasing transaction load as well as growth
- (iii) Time taken to process transactions – Compared to the earlier days the overall process of PwD registration has drastically changed due to multiple options given for PwD registration. Earlier the entire process was manual and it was time consuming. Now it is digital allowing PwD to register at any time within few seconds.

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(iv) Accuracy of output, - The overall process from PwD registration to certification is improved a lot. Some key highlights:

- ✓ Auto calculation of disability percentage
- ✓ Multiple options for identity proof
- ✓ Restrictions for multiple entries

(v) Number of delays in service delivery – No major delay, service not effected even if internet connection is down as the link is available on GSWAN also.

12. User convenience

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

Web

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

100%

(iii) Accessibility (Time Window):-

NA

(iv) Distance required to travel to Access Points:-

NA

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

Yes

(vi) Status tracking:-

Yes

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13. Sustainability

- ✓ The data generated from the Ability Gujarat can be shared with the Social Welfare department for giving rehabilitation facilities to the PwDs
- ✓ Provision to introduce SMS alerts to PwDs to easily update him/her about the nearest health facility where he/she can go for PwD Assessment.
- ✓ The query module of Ability Gujarat portal can be used to identify the regions where PwD of particular type is more and the same reports can be shared with State authorities to take proactive action in controlling the further spread or identify the root cause.
- ✓ Facility to allow PwDs to retrieve his/her disability certificate from any location at any point of time.
- ✓ Multiple browser support, user can access portal using any browser
- ✓ Use of Govt. approved fonts and structure for data capturing
- ✓ Address all the security concerns needed for secure access and unexpected / unwanted attacks.

14. Result Achieved/ Value Delivered to the beneficiary of the project:-

(i) To organization

- ✓ Creation and regular updating of a comprehensive databank of PwD's in Gujarat
- ✓ Promotion and prevention of disability to ensure equal opportunities, protection of rights and full participation
- ✓ To organize camps with target result based on the data extracted from the centralized repository
- ✓ To provide e-certificate for disability using web based application through secured credentials
- ✓ Real time day to day information-online
- ✓ Beneficiary wise Reports digitally are viewed at the State and District level also

(ii) To citizen

- ✓ Easy to locate defined group of disables through State repository which makes it easy for State authorities to reach to him/her which was earlier not possible
- ✓ Multiple options for registration (Online, Post and Manual) resulting in faster registration of PwDs across State
- ✓ PwDs can locate the nearest facility around them where assessment can be performed using the online portal.

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(iii) Other stakeholders

- ✓ Social Justice & Empowerment Department
- ✓ Education Department – Sarva Siksha Abhiyan
- ✓ NGO & Community Based Organization
- ✓ Commissioner of Person with Disability

15. Extent to which the Objective of the Project is fulfilled:-

The project has provided a real platform to identify total PwD population of the State and provided a tool to reach to these PwDs, which in itself is a big achievement.

16. Comparative Analysis of earlier Vs. new system with respect to the BPR, Change Management, Outcome/benefit, change in legal system, rules and Regulations

The table below showcases the earlier v/s key benefits:

Summarizing previous scenario v/s key benefits	
Prior to “Ability Gujarat” Implementation	After “Ability Gujarat” Implementation
Information at District level	Information at State level
Manual reporting- reliability issue	Digital online reporting-reliable reports
Paper Certificates issued at District Level	Digital certificates on Web Portal Downloadable form.
Data collation from manual records took weeks	Real time day to day information-online
Missing MIS : No. of PwD Certificate Issued, Disability type wise ,district and gender wise, age wise counts.	Digitally extracted information- exhaustive MIS with slicing and dicing as per requirement
Beneficiary wise report of services at the State/District level not available-only count	Beneficiary wise Reports digitally are viewed at the State and District level also.
Data on Certificate Issued fits/services rendered not available	Data on certificates issued and Service rendered to beneficiaries available

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17. Other distinctive features/ accomplishments of the project:

- 1) The project has won the CSI Nihilent recognition award
- 2) The project has been nominated for the Prime Minister award
- 3) The project has the capability and capacity for Nationwide rollout