AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

NAME OF CATEGORY – 'OUTSTANDING PERFORMANCE IN CITIZEN CENTRIC SERVICE DELIVERY'

1. Coverage – Geographical and Demographic :-

i. Comprehensiveness of reach of delivery centres –

> Remote Area and across the Jharkhand State

ii. Number of delivery centres-

> 103 Mobile Medical Units

iii. Geographical - Jharkhand

(a) National level	– 1
(b) State/UT level	– Jharkhand
(c) District level	– 24 District

iv. Demographic spread (percentage of population covered)

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

> i. Non availability of vehicle at district hospital
>
> ii. Most of the Mobile Medical Units were not in running condition
>
> iii. The operational control and maintenance of Mobile Medical Units are with different NGOs, JRHMS have only administrative control.

3. Scope of Service/ Activities Covered:

> Jharkhand Rural Health Mission Society (JRHMS), Ranchi has initiated 103 Mobile Medical Unit (MMU) to provide health care services in rural and hard to reach areas of Jharkhand. The objective of this project was to implement Geopositing System (GPS) system in MMU's to make sure that the health services are

properly and timely delivered to the defined health camp/site. JRHMS not only wants to monitor vehicle providing health services at defined Health camp/Primary health centers/ Health Sub Centers /Village, but also from one location Health camp to another within the state. Besides the above it is also intended that as and when the MMU leaves the source point, the concerned Health camp/PHC/CHC/Village and 5 registered Sahiyas for where the services are to be provided gets an SMS, so that he/she make himself available at the village during anticipated time of arrival of the MMU. Further, In-change of Health camp/PHC/CHC/Village Health Society send back an SMS as soon as he receives Mobile Medical Unit at the predefined site for confirmation.

3.1   Extent of e-enablement in terms of number of services

Internet based service and information

3.2   Extent to which steps in each service have been ICT –enabled

Vehicle Tracking System uses and integrates the power of various technologies to efficiently track and monitor any moving asset 'live'.

4. Stakeholder Consultation

4.1   Type of stakeholders consulted

To install automatic vehicle locating device in 103 Mobile Medical Units with two way communication facility and integrated with application software suitable for the JRHMS as per the requirements.

4.2   Number of stakeholders consulted

To provide customized map server based solution with GIS Digital Vector map of Jharkhand.

4.3   Stages at which stakeholder input was sought

> At all stages

4.4 Details of user satistfaction study done

To prepare the digital layer for all 24 Districts of Jharkhand State indicating the location of Village Health Society/PHC/CHC/Schools/Panchayat Bhawan/Community Hall and other key locations.

5. Strategy Adopted:

(i) *The details of base line study done*

The weaker section of the society living in remote area of the Jharkhand. They can get the government health facility at their doorstep. Mobile medical units will be operational six days a week and will conduct all the duties.

(ii) Problems identified

All OPD services

Blood and urine, X-ray, ECG, Malaria test.– ensuring that there is no contravention of the PCPNDT Act,

General physician consultation, obstetric and gynecological consultation, ANC checkups,

Family planning services including IUCD insertion and RTI/STI diagnosis and treatment

(iii)Roll out/implementation model

Immunization of children including Vitamin A supplementation with measles,Treatment of minor ailments and minor injuries including supply of drugs to patients.Prophylaxis and treatment of Anaemia with IFA Tablets.IEC and counselling.

(iv) Communication and dissemination strategy

> *Will cooperate in all the Service related to various public health programmes.*

6.   Technology Platform used-

(i)   Description:

(ii)   Interoperability

(iii)   Security concerns

(iv)   Any issue with the technology used

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

7.   Citizen centricity and relevance (Give details about impact on effort and time invested by user, Feedback Mechanism, Audit trails, Interactive Platform for service delivery, need gap fulfillment etc. #)

7.1   Details about impact on effort and time invested by user:

The existing services of providing the health facilities can be optimize with the help of modern technology. In vehicle tracking system the technology involve are GPS, GPRS and web based software solutions. The communication technology helps in optimizing the use of Mobile Medical Units to reach in remote area or needy area.

7.2   Feedback Mechanism:

There is a provision in website

7.3   Audit trails:

Yes

7.4   Interactive Platform for service delivery:

Across the platform

7.5   Need gap fulfillment:

Increasing the number of Mobile medical units in state.

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

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

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

(iii) Accessibility (Time Window): 24 hour

(iv) Distance required to travel to Access Points :Nearest Health centers or Mobile medical unit

(v) Facility for online/offline download and online submission of forms: No

(vi) Status tracking: Online

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

(i) Volume of transactions processed: No

(ii) Coping with transaction volume growth: No

(iii) Time taken to process transactions: No

(iv) Accuracy of output: Eighty percent

(v) Number of delays in service delivery : NA

10. **Cost to User** (Give details about impact on Service charge paid, travel cost, indirect cost incurred by the user etc. #)

No cost

11. **Citizen Charter** (Give details about present of citizen charter describing standard/ information on services and its adherence for service delivery etc.)

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12. **Problem Resolution and Query Handling**

There are option available in the website for help desk, query and interactive interface

13. **Privacy & Security Policy** (Give details about security technique deployed, use of digital signatures, encryption etc. #)

Secured by username and password protected

14. Innovation

JSAC has done this project on Built Operate and Transfer model. JSAC would operate this system for five years, which includes maintenance of vehicle tracking device, network service provider and customized web based solutions. The movements of all mobile medical units have been monitored by control room, which was established in Jharkhand Rural Health Mission Society, Namkum.

15. e-Inclusion (Give details about impact on number of trips required, availability of local language interface, online submission of forms, accessibility for disabled people, length and breadth of services made available online etc.)

The language used in web site is English.

16. Sustainability

- ➤ Real Time Tracking Mechanism works through a Device generally called VMU (Vehicle Mounted Unit) or AVL(Automatic Vehicle Location Device) or(GPS tracking device), fitted in the vehicle
- ➤ VMU consists of GPS and GSM Chip inside.
- ➤ GPS Chip receives the coordinates (latitude and longitude) of the vehicle from satellites; currently, there are 27 satellites orbiting the earth, 24 are operational, the other three will become operational if one of the satellites happen to fail.
- ➤ At any given time there are at least three satellites that are visible in the sky from any location on earth. These satellites then triangulate on the position of the VMU.
- ➤ This GPS Location is then sent to server using the GSM module over GPRS network and is further processed and made available in application to show on MAP and further statistical monitoring is made available.
- ➤ Advance VMU are capable of collecting more detailed data about vehicle and are capable of immobilizing the vehicle remotely and can provide multiple monitoring features to individual.

17. Number of users and services (Give details about frequency of services used in last 6 months, number of visitors, number of unique visitors, number of users etc. #)

The staff of Jharkhand Rural health Mission Society are using for controlling and monitor the movement of Mobile medical units and give necessary instruction in case of festival, mela and disaster.

18. 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

After deployment of vehicle tracking system in Mobile Medical Unit's. There are following advantages of this system:

    i. *The distance between the MMU and the destination Village Health Society/PHC/CHC/HSC/Health Centre.*
    ii. *The route taken by the MMU.*
    iii. *The stoppage details of the MMU.*
    iv. *Online monitoring of the MMU through Web GIS Portal.*
    v. *The software have features multi login with authentication, emergency alert, display vehicle position on the map server.*

**(ii)	To citizen**

The geographic location of the vehicle

**(iii)	Other stakeholders**

The data captured through this system connected into periodical reports hosted in website for concerned authorities.

19. Extent to which the Objective of the Project is fulfilled-(benefit to the target audience i.e.G2C, G2B, G2E or any other, size and category of population/stakeholder benefited etc):

Government to citizen

20. Adaptability Analysis:

To make the service sustainable the provision for updation of data by all the concerned department has been made. This will provide the relevant information to the citizens. Browser based edit facility has been provided for up-dation of Spatial Data using ArCGIS server.

For adaptability by Govt. departments, who are service providers a training cell has been established at JSAC for training to Govt. departments as per their requirement.

(i) Measures to ensure adaptability and scalability

High end server has been used for hosting the application. Adapatability is measured at two levels (i) Govt. level (ii) Citizen level. At government level the adaptability is measured as per the participation of the Govt. department in updation of the GIS layers. The citizen level adaptability will be measured based on the use of web services reflected by the number of users visited the website

(ii) Measures to ensure replicability

Standard procedures has been followed for hosting the web Service. Further the GIS layers are kept in the open shape file format.

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

No restriction issues has been observed.

(iv) Risk Analysis

Different kind of risk scenario has been analyzed. Accordingly, measures have been taken

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

The 103 Mobile Medical Units have been operated by different NGO's under administrative control of JRHMS, Namkum. At the end of each month the NGO raises the bill on basis of total distance covered by MMU. There has been no such management to check the movement and geographic location covered by MMU. The correspond Civil Surgeon of the district depend upon the log book of vehicle.

After deployment of vehicle tracking system in Mobile Medical Unit's. There are following advantages of this system:

vi.   The geographic location of the vehicle,
vii. The distance between the MMU and the destination Village Health Society/PHC/CHC/HSC/Health Centre.
viii. The route taken by the MMU.
ix.   The stoppage details of the MMU.
x.   Online monitoring of the MMU through Web GIS Portal.
xi.   The data captured through this system connected into periodical reports hosted in website for concerned authorities.
xii. The software have features multi login with authentication, emergency alert, display vehicle position on the map server.

22.   Other distinctive features/ accomplishments of the project:

Health is one of the basic and necessary needs of the citizen of the state. There are multiple health facilities available on Mobile medical units. The only need to maintain the movement of vehicle and health equipment boarded inside the vehicle.

As far as concern of the regular movement of the mobile medical units the vehicle tracking system will be effective. The overall movement of the vehicles could be monitored and instructed centrally.

The attendance system for the driver of the MMU's may be added with the vehicle tracking devices. The camera can also integrate with this device so that the activity inside the van can be watched remotely. This way we can ensure the regular movement of the vehicle and for maintenance & proper use of health equipment installed inside the vehicle.