

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

II. NAME OF CATEGORY-‘OUTSTANDING PERFORMANCE IN CITIZEN CENTRIC SERVICE DELIVERY’

1. Coverage – Geographical and Demographic :-

(i) Comprehensiveness of reach of delivery centres

Covers all the locations of Gujarat, under the operational Span of Gujarat Housing Board

(ii) Number of delivery centres

All locations within Gujarat under operational span of Gujarat Housing Board such as Rajkot, Vadodara, Surat, Ahmedabad

(iii) Geographical

(a) National level – Number of State covered

1

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

26

(c) District level- Number of Blocks covered

NA

Please give specific details:-

NA

(iv) Demographic spread (percentage of population covered)

NA

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

- ⇒ Time-consuming & Manual Processing
- ⇒ Cumbersome Process and less transparent process.
- ⇒ Error-Prone Process
- ⇒ Lack of Cost-Effectiveness
- ⇒ Inefficient resource utilization

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3. Scope of Service/ Activities Covered (Extent of e-enablement in terms of number of services, extent to which steps in each service have been ICT-enabled #)

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

UPTO 80 PERCENT

3.2 extent to which steps in each service have been ICT-enabled

UPTO 80 PERCENT

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. #)

4.1 Type of stakeholders consulted

Stakeholders associated with GHB like Estate Managers, Executing Engineers Planning, QA, Testing Department and many others were consulted.

4.2 Number of stakeholders consulted

many

4.3 Stages at which stakeholder input was sought

At all the relevant stages of the application, stakeholders were involved from start till the final demo of the application. Post approval of all the concerned stakeholders the application was made live.

4.4 Details of user satisfaction study done

The application is successfully running since last 1.5 years and below are the vital statistics pertaining to the same

Total Applications Processed till date	93303
Total no of Schemes processed	46

5. Strategy Adopted

(i) The details of base line study done,

At all stages during development relevant stake holders were involved providing vital inputs and reviewing the application as and when required

(ii) Problems identified,

⇒ Time-consuming & Manual Processing

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- ⇒ Cumbersome Process and less transparent process.
- ⇒ Error-Prone Process
- ⇒ Lack of Cost-Effectiveness
- ⇒ Inefficient resource utilization

(iii) Roll out/implementation model,

We have followed the traditional water-fall and spiral model of development

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

- SMS Based system of intimation
- Payment gateway
- Email Notifications to applicants

6. Technology Platform used-

(i) Description,

Backend - MS-Access 2007 / SQL Server 2005 – R2
Frontend - Visual Basic 6.0 / ASP.NET

(ii) Interoperability

The application is backward compatible and interoperable with existing technologies and database platforms.

(iii) Security concerns

- ✓ Software enabled firewall and proxy server for prevention of external threats and invasions.
- ✓ Multiple Servers for different functionalities with least inter-dependencies.

(iv) Any issue with the technology used

Currently no issues are faced with the used technology. However it is desirable to upgrade and scale-up to the new technologies available for better performance and efficiency.

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

SLA's are done with organization responsible for development

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of the application and is well-documented with all the necessary approvals.

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 services provided by the system have definitely led to reduction in cost, manual effort and redundancy and led to increase in overall efficiency of the organization.

7.2 Feedback Mechanism

Through Mail and personal inputs at relevant GHB Locations.

7.3 Audit trails

Through Internal Audit Logs

7.4 Interactive Platform for service delivery

Feedback and Response provided within the website

7.5 Need gap fulfillment

From feedback of stakeholder and applicants who are the actual users of the system. Also internal review and inputs from the technical team taken into consideration for gap fulfillment.

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

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

Web, Email, SMS for intimation of payment schedules and application status confirmation as and when applicable for applicants.

(ii) Completeness of information provided to the users,

Users are provided with up-to-date information on their application status and payment schedules by the system.

(iii) Accessibility (Time Window),

24 x 7

(iv) Distance required to travel to Access Points

NA

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

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Available

(vi) status tracking

Available on web, sms and email

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

(i) Volume of transactions processed

Total Applications Processed till date	93303
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(ii) Coping with transaction volume growth

Periodic archival and backup of database with optimization of application post technical review by the team as and when required.

(iii) Time taken to process transactions,

Less than 30 second on an average.

(iv) Accuracy of output,

100%

(v) Number of delays in service delivery

Depends on bandwidth and availability of application. Current SLA is 99.5% for the application.

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

User only needs the cost of internet usage to connect online to the application and its usage therein.

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

All the relevant information pertaining to citizen charter such and rules and regulation, instruction for application to the applicants under various schemes, schemes in progress, completed and upcoming schemes, latest development and news related to the

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schemes are provided online to the applicants.

12. **Problem Resolution and Query Handling** (Give details about availability of help desk, query resolution mechanism, single window resolution, interactive interface etc. #)

Through Dedicated Helpdesk Team of Gujarat Housing Board

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

Payment for application done through secured payment gateway.

Also other feature includes:

- ✓ Software enabled firewall and proxy server for prevention of external threats and invasions.
- ✓ Multiple Servers for different functionalities with least inter-dependencies.

14. **Innovation** (Give details on extent to which the service is unique compared to other similar services, impact on number of steps required, identification and removal of bottlenecks/irrelevant steps etc.#)

NA

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.)

Currently the website is available in English and Gujarati for better understanding and convenience of the local applicants within Gujarat.

16. **Sustainability** (Give details about sustainability w.r.t. technology (technology use, user privacy, security of information shared-Digital Signature/Encryption etc. #), Organization (hiring trained staff, training etc. #), financial (Scope for revenue generation etc. #)

Application is Highly sustainable to factors such as peak load and

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security through the usage of state-of-art technology and development process.

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. #)

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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

Area	Post-Deployment Scenario
Access for applying	24 x 7
Location for applying	Internet based online module at door steps
Time for selection	2-3 months
Record Keeping	digital
Further Processing	digital
Level of Transparency	Very Transparent

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(ii) To citizen

Time-Saving and Transparent as applicant need not to physically approach concerned GHB Locations and relevant organizations to apply under various schemes, know their application status, payment schedules

(iii) Other stakeholders

Other stakeholders includes relevant departments and personnel of Gujarat Housing Board.

19. 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):

NA

20. Adaptability Analysis

(i) Measures to ensure adaptability and scalability

Manual / Adhoc

(ii) Measures to ensure replicability

Manual / Adhoc

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

Manual / Adhoc – post review from the concerned authorities

(iv) Risk Analysis

Manual / Adhoc – Post review from the concerned authorities

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

Area	Pre-Deployment Scenario	Post-Deployment Scenario
Access for applying	Restricted	24 x 7
Location for applying	Very Few	Internet based online module at door steps

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Time for selection	6-8 Months	2-3 months
Record Keeping	Manual	digital
Further Processing	Manual	digital
Level of Transparency	Limited transparency	Very Transparent
Access for applying	Restricted	24 x 7
Location for applying	Very Few	Internet based online module at door steps
Time for selection	6-8 Months	2-3 months
Record Keeping	Manual	digital
Further Processing	Manual	digital
Level of Transparency	Limited transparency	Very Transparent

22. Other distinctive features/ accomplishments of the project:

<ul style="list-style-type: none"> ✓ Application for House <ul style="list-style-type: none"> • SMS Based system of intimation • Payment gateway ✓ Scrutiny of application through screening criteria. ✓ Maintain Deposit & Refund Schedule ✓ Priority Draw Generation with selection of applicant. ✓ Numbering Draw Generation for house allotment. ✓ Generate Intimation Letters ✓ Generate Allotment Letters ✓ Maintenance of payment schedule ✓ Generation of Receipts ✓ Inventory of Schemes ✓ MIS Reports ✓ The system administrative functionalities includes <ul style="list-style-type: none"> • User Management and role based access. • Master Data Management e.g. Scheme Master, House-Master, Category Master

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