

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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

1. Coverage – Geographical and Demographic :-

(i) Comprehensiveness of reach of delivery centres

Gujarat State

(ii) Number of delivery centres

31

(iii) Geographical

(a) National level – Number of State covered

1

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

1

(c) District level- Number of Blocks covered

226

Please give specific details:-

(iv) Demographic spread (percentage of population covered)

0.2%

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

- No tool for better utilization of resources
- One Person handling multiple charges - Manpower shortage
- Fraudulent Activities
- Human errors
- Reports & Status Quos Takes Time
- No Close Loop System to track all the activities
- Limited service delivery (12 to 8pm)
- Lots of manual work (Maintaining registers)
- Delay in getting permissions
- Unnecessary waste of time & money
- Delay in getting permits
- Lots of hardships in getting permit
- Unnecessary harassments & hurdles

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3. **Scope of Service/ Activities Covered** (Relevance of choice of application for client/ agency, Extent of e-enablement in terms of number of services, Extent to which step in each service have been ICT- enabled #)

General Scope Covers:

- Biometric Enrollment for different stack holders
- Retailer Management (DPE approved license holder)
- Stock Management
- Sales Management
- Customer (permit holder) Management
- Master Management (Unit definition, License Holders etc)
- Real Time reports & BI
- Business Process Management through dynamic data validation
- Revenue Monitoring Management

4. Strategy Adopted

(i) The details of base line study done,

Adopted agile method, where initially requirement gathering started with general requirements with departmental staff, license holders (Hoteliers) & permit holders (Citizen + Foreigners). Then detailed gathering done with business processes adopted by department with UI frame presentation to get clear ideas

(ii) Problems identified,

- Manual fees calculation
- Varied report structures (Different district with different report format)
- No single platform for business process adaptability
- Staff fully occupied in manual supervision - less time for issuing permits, inspections and excise collection
- Shortage of staff - Hardships to FL-I/II Permit Holders
- Wastage of time & money
- Issues of in-effective monitoring, complaints of delay, harassment and corruption
- No tool for better utilization of resources
- One Person handling multiple charges - Manpower shortage
- Fraudulent Activities
- Revenue leakages
- Human errors
- Report s & Status Quos Takes Time
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- Unnecessary waste of time & money
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(iii) Roll out/implementation model,

Agile Model with iterative delivery

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

Once a week compulsory kick off of core development team & departmental staff

5. Technology Platform used-

(i) Description,

.net (C#), MS SQL, IIS 7, Windows 2008 R2 OS

(ii) Interoperability

Fully interoperable environment, for other services, they can be done as per need via exposing web services

(iii) Security concerns

Biometric False Finger Identification

(iv) Any issue with the technology used

NAP

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

SLA is documented

6. Demonstrate innovative use of ICT for development (Give details about use of new and emerging technology, innovative usage of ICT for process change to improve quality of the life/ organizational effectiveness, relevance of technology to provide the service #)

Using biometric technology one can easily identify individual's identity. Integrating business process with biometric can improve the efficiency & productivity of both individual & system as a whole. Department Of Prohibition & Excise (DPE) has introduced **Inventory Management with Biometric Security, Stock inward/outward is guarded by a server based biometric system, All stock to be registered in the electronic system (barcode**

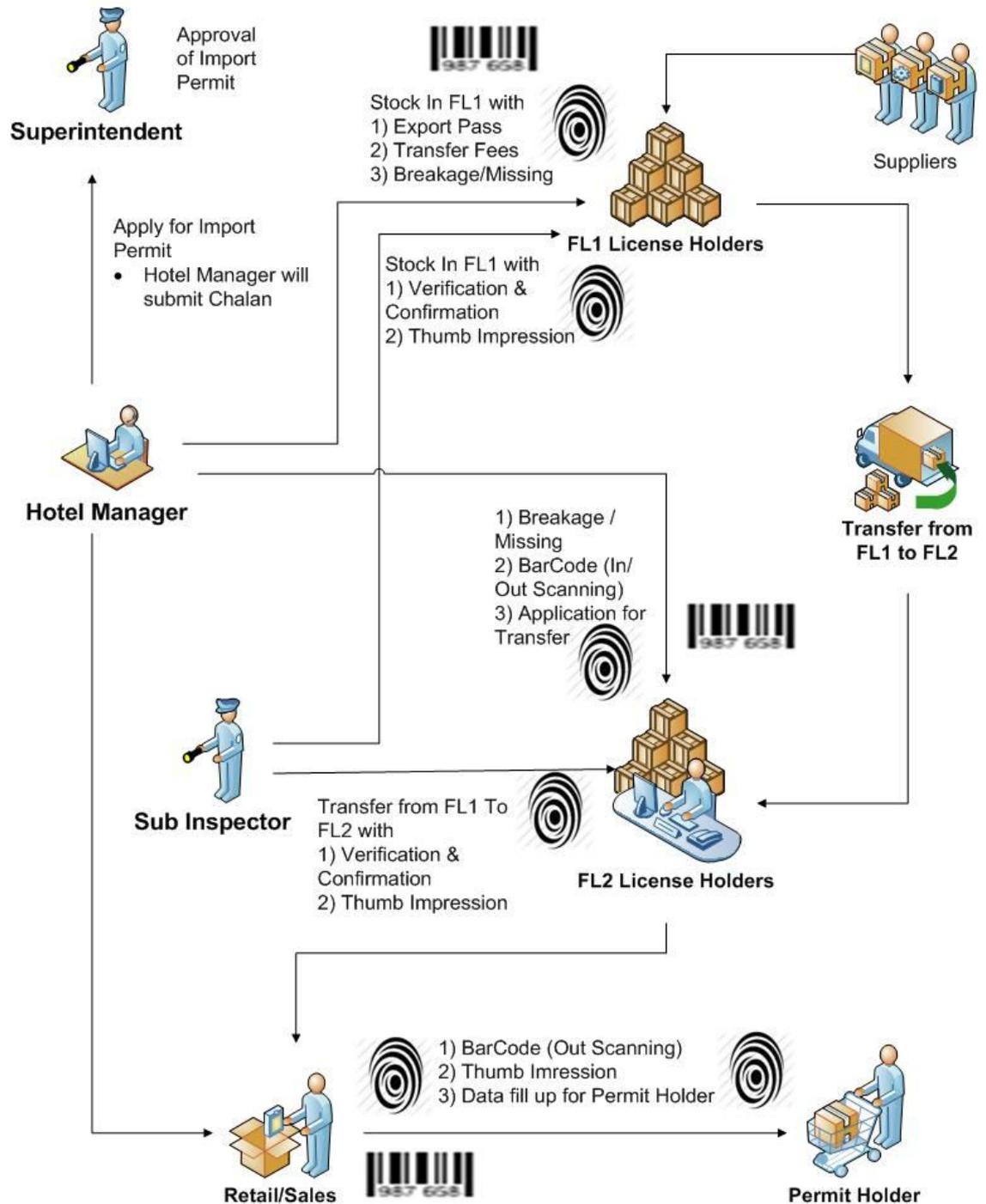
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base) which gives following benefits:

- Efficient & Transparent excise collection system - Real time stock monitoring will help in controlling excise duty evasion
- Efficient use of Manpower – only one SI and Constable is required per district to supervise the FL-I/II operations
- Automatic updation for liquor permit holders – liquor unit to be issued on the biometrics verification – solution for duplicate permits & security against misuse of permits
- Biometric Enrollment for different stock holders with mobile no.
- Barcodes based inventory for common universal identity
- Future scalability with Smart card for health permit holders
- Full movement history of an item
- Automatic alerts & notifications (ie, Low stock or high stock)
- Better revenue monitoring
- Better work management
- Better decision making through BI
- Human error reduction
- Easy & Fast access to information
- Resistance to fraudulent practices
- Real time reports
- Automatic reminders for staff (i.e. For inspection)

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Flow chart of Integrated Stock Management System



7. Citizen Centricity (Give specific details on the following#)

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

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Given clarity to development team & departmental staff about what exactly needed by citizens & businesses (License Holders).

(ii) Feedback/grievance redressal mechanism,

Feedback form & Support Ticket System

(iii) Audit Trails,

After every iteration data integrity, interface integrity done.

(iv) Interactive platform for service delivery,

Every MoM documented with DMS

(v) Stakeholder consultation

Once a week compulsory kick off of core development team, visitors & departmental staff

Or Relevant Stake Holder meeting to meet user story satisfaction

8. **Adaptability and Scalability** (Give details about Local language support, ability to leverage shared Government infrastructure, Standardization of technology used (hardware, software, application etc. #)

Open Standard AFIS used to avoid vendor dependency for Biometric scanner. Database resources can be extended with mirroring technology.

9. **Adaptability Analysis**

(i) Measures to ensure adaptability and scalability

TAS (Technical Architectural Study) done to ensure scalability of technology. OSA (Open Standard Analysis) to ensure and adaptability can be carried out with few changes if needed

(ii) Measures to ensure replicability

Easily replicable

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

None

(iv) Risk Analysis

RMP – Risk mitigation Plan after every iteration

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10. **New Models of Service Delivery** (Give details about type of partnership model use, Links to/Supported by Public/Private Organization Links provided to relevant websites etc. #)

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

(i) Volume of transactions processed

211745.49 Units Sold so

(ii) Coping with transaction volume growth

43468 Permit holders registered so far with 10% annual growth

(iii) Time taken to process transactions,

Avg 1.5 mins

(iv) Accuracy of output,

100%

(v) Number of delays in service delivery

None

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

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

Web & SMS

(ii) Completeness of information provided to the users,

100%

(iii) Accessibility (Time Window),

Service time of License Holder

(iv) Distance required to travel to Access Points

License Holder Premises

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

Online submission only due to real time validations

(vi) status tracking

Through account login of LH

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13. **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. #))

.net C# n tier architecture used with data encryption of transaction. Person with basic computer knowledge were trained for operating the application

14. 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

- Complete revenue monitoring
- Quick delivery of services
- Better work management
- Better decision making
- Human error reduction
- Easy & Fast access to information
- Dedicated support infrastructure
- Elimination of fraudulent practices
- Complete atomization of business process
- Better activity monitoring
- Efficient use of manpower
- Single platform for interacting with all stake holders easily
- 100% Transparency
- Avoiding duplication of permit

(ii) To citizen

- Quick response
- Transparency and equity
- Timely availability of services

(iii) Other stakeholders

- Quick response
- Transparency and equity
- Complete atomization of business process
- Quick delivery of services
- Electronic registry of every transaction
- Complete movement history
- Automated validations & fees calculation
- Less human errors
- Dedicated support infrastructure
- Timely availability of services

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15. 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):

G2G, G2B, G2C

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

Performance Indicator	Performance Indicator Standard
Service time	Will result in the reduction in internal processing time to an extent of 50%.
Adherence to client request with respect to quantity and quality of service	100% adherence
Accessibility (Location, Time availability, multiple access)	Accessible from anywhere and any time
Transparency	100%
Integration of multiple services	Applicable
Accuracy of information	100%
Fairness and equity of service	100%

17. Other distinctive features/ accomplishments of the project:

1. Barcodes for common universal identity
2. Multiple unit of measurement for fees calculations & validation
3. Multiple locations and sub locations management
4. Full movement history
5. Restricted access using a Biometric Authentication.
6. Graphs and customizable Reports
7. Maintaining a balance between too much and too little inventory.
8. Tracking inventory as it is transported between locations.
9. Receiving items into a license holder's location.
10. Keeping track of the sales of individual item.
11. Assuring the sales of Liquor to only permit holder using a Biometric Authentication

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