

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

NAME OF CATEGORY- 'EXCELLENCE IN GOVERNMENT PROCESS RE-ENGINEERING'

1. Coverage – Geographical and Demographic ()

(i) Comprehensiveness of reach of delivery centres,

The entire retail Licensees of foreign Liquor of Chhattisgarh State & suppliers of Foreign Liquor of entire India registered with Chhattisgarh State Beverages Corporation Limited avail the developed Online facility for Online Booking of Supply Orders of foreign Liquor, for observing the status of stock of Foreign Liquor in the warehouses, for online purchases of Foreign Liquor by retailers and also for online payment the retail orders to CSBC.

(ii) Number of delivery centres

It is Web based solution so it is available to all parties registered at Beverages Corporation.

(iii) Geographical

- (a) National level – No of State covered
(b) State/UT level- No of District covered
© District level- No of Blocks covered
Please give specific details:-

All states of India

All Districts Chhattisgarh

All Blocks Chhattisgarh

It is available to all Suppliers, Licensees and staff registered at CSBCL.

(iv) Demographic spread (percentage of population covered)

All foreign Liquor suppliers, retail licensees and Corporation including the depots.

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

In the prevailing system the Goods were sent from the Supplier to the department. The goods were accompanied by documents such as Invoice, NOC, Transport Permit, Excise Verification copy and Test Report containing the Batch No. Then Physical verification was done and Breakage was found depending on the number of Bottles of Liquor that was broken.

In previous licensee approached the department with Demand, permit, DD and CDR Receipt. The process of enquiry and billing were being handled at a single counter. Except the stock availability all process were

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manually performed by the department leading to delay in the process of sale. The licensees didn't have the information about the actual Stock present at Godown. So they had to make a temporary type invoice which they had to change at Godown according to availability of stock there. In the existing system there was no proper record of Items supplied and billing. There was no proper record of Breakage. The status of stock was not known to the suppliers & retailers resulting in supply and distribution on tentative basis. The end result was loss to the government Exchequer and loss of inventory on the other hand resulting in loss to suppliers and also shortage of items at many point of time. It was not possible to identify slow and fast inventory items in the existing system.

3. **Extent of Process re-engineered**

(Processes that have been re-engineered, services which depend on these processes, analysis/re-design of Process workflows – before (As-Is) and after (To-Be) re-engineering; changes in activities and their sequencing; level of automation (Extent of computerization in terms of number of services computerized, Extent to which steps in each service have been ICT- enabled) #)

- **Inventory Management:-** Prior to implementation of the web based system it was manual. The entire stock is now maintained online and is available to all suppliers & retailers. Online.
- **Supply of Foreign Liquor: -** The present system of supply was as per tentative assessment of requirement by supplier. This has been replaced by online system in which the supply is assessed as per available stock and as per consumption of stock during the period concerned. The physical system of Physical Purchase Order has been replaced by online PO.
- **Purchase of Liquor by Retailers :-** CDR and draft was required for purchase of Foreign Liquor. This has been replaced by Online system. The payment is received online (via 7 banks). After receipt of payment the Foreign Liquor is supplied to retailer.

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4. Strategy Adopted

(i) Details of base line study done,

Previous system was manual and offline software was used for the process in which distant user had no information about the availability stock, purchase and sale trend of the respective stock. There was pilferage in excise duty at various point due to physical processes and manual involvement.

(ii) Problems identified,

To maintain Inventory, Sale and Accounting was very cumbersome and difficult. The Corporation's office and the two Godowns i.e. Raipur and Bilaspur were not connected to each other so sharing of data on real time across all offices was not maintained, which lead to difficulty in maintaining the inventory and accounting up to date.

(iii) Roll out/implementation model,

Prototype model was adopted to develop the system.

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

Web based application has been adopted in which all processes of the CSBCL are done using online forms. Purchase, sale, Accounting and all inventory procedures are done online and all data and reports reflects on real time basis.

5. Technology Platform used-

(i) Description

Operating Server - Windows Server 2008 R2 , Application Server - IIS7 with .net framework 3.5. Database Server - SQL Server 2008.

(ii) Interoperability

Microsoft SQL Server and .net Framework is very well compatible with the Operating System version. On Other hand for Database redundancy SQL Database mirroring was performed. Also for reporting Services.

(iii) Security concerns

Application server and Database server has been put behind the firewall and IPS/IDS device. At the other end specific ports were open between the application server and Database server. Un-Authorized and

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unintended traffic such as SQL Injection has been removed in code level. For Net Banking Payment gateway 2 way SSL encryption has been used to avoid intrusion/capture of the data.

(iv) Any issue with the technology used

As per the Design of the application and testing at Load level has been performed to check the performance level of the program. Design has been modified to work on Dial-Up category of the network also. In result a foolproof fault free technology was made available to the target users.

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

The software was developed by government agency NIC hence didn't require SLA.

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

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

User was free to use the system from anywhere throughout the country. The system was free of charge for user, less time consuming. The online system was available to the user round the clock in all days of the week. User can view or download the various useful reports on a single click anywhere.

(ii) Feedback/grievance redressal mechanism,

Problem Solving and maintenance staff has been placed for the redressal. Online redressal mechanism is put in place all the complaints/feedback are received by e-mail and are responded.

(iii) Audit Trails,

Security audit of the system was conducted.

(iv) Interactive platform for service delivery,

Online GUI was provided to all the target users for using the application

(v) Stakeholder consultation

The stakeholder in this case is Beverages Corporation and is fully involve in entire process.

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

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

National Informatics Center's infrastructure was used to develop and host the application. Application designed was optimized to run on low speed networks such as dial-up networks using .net platform and Microsoft SQL Server.

(ii) Completeness of information provided to the users,

The information being provided to the users is complete in all respect and the developed system do not require physical interface at any level.

(iii) Accessibility (Time Window),

Some data are accessible to everyone but other is accessible to only registered user of corporation according to their role.

(iv) Distance required to travel to Access Points

The system developed is a web based application and is accessible from anywhere.

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

The system has facility for online entry and all process are done online only. System provides facility to the users to download various reports for their use. There is also option of net banking payment in sale process to the all retailers.

(vi) status tracking

Web based Status tracking is available for the smooth functioning of the system

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

(i) Volume of transactions processed

No. of online transactions made are 463714 approx.

(ii) Coping with transaction volume growth

To cope up the transaction growth application server has been put in network balancing IIS Server farm and a high end Database server.

(iii) Time taken to process transactions,

Depends on the user to complete up the forms and after submit it takes less than a minute. And in Online Sale process takes the time to fill up the banking details and back to return page.

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(iv) Accuracy of output,

99% accuracy as per entry done by users.

(v) Number of delays in service delivery

No Delay in service delivery.

9. **Cost effectiveness** (Give details about impact on cost incurred w.r.t. overhead cost, direct and indirect cost, man days/man hour required to do a job etc. #)

After the implementation of Online system the requirement of manpower reduced by 70%. The loss of inventory and revenue was totally checked by putting in place the Online system.

10. **Capacity Building and Organizational Sustainability** (Give details about hiring skilled staff, imparting training etc. #)

It system developed needs very few well skilled staff to maintain/manage the application and using the system requires mere training i.e. it doesn't need high skilled personals to use the system. The application software is maintained by highly skilled staff of NIC.

11. **Accountability** (Give details about, impact on transparency of process, fixing responsibilities etc. #)

The entire process is very transparent; all users have access to various reports according to their role in the system so they can easily approach to the responsible person for their query if any.

12. **Innovation** (Give details on the extent to which re-engineered process is unique, compared to other common process re-engineering efforts, impact on number of steps required, identification and removal of bottlenecks/Irrelevant steps etc. #)

The system has systematic data flow reflecting on real time basis which made Inventory and Accounting of the department very easy. Various reports are made which shows real time data that makes analysis and planning easy.

The online availability of reports related to Stock, account ledger of suppliers & retailers is available Online. **The system has been appreciated by many states and has been implemented by Orissa & Jharkhand.**

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13. **Appropriate Delegation** (Give details on whether a team involving employees from all levels has been deployed for the project implementation and maintenance, can employees be held accountable for their actions, etc. #)

The employees at different levels are assigned to their task depending upon their role and they have been provided responsibilities to analyse the data and do appropriate action. The user rights is fixed and depends on the duties assigned. The log of commands has been maintained for fixing of responsibility if any fault/Loss is found at stage.

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

1. Fully transparent and secure system has been put in place and various loopholes have been totally eliminated.
2. Any fraud entry or any chance of corruption and forgery is totally eliminated.
3. Automated system of calculating duties, fees and payment removes all sort of human errors.
4. Account finalization has become instant.
5. Revenue leakages has been totally eliminated.
6. Slow and Fast moving inventories identification has been possible resulting in proper movement of inventory and inturn smooth flow of Funds.

(ii) To citizen

1. The system is G2B & G2E

(iii) Other stakeholders

1. The stocks of Foreign liquor is available Online which results in proper supply of FL.
2. The retailers have the facility to decide and lift the stock as per actual stock available online. The distribution has been totally streamlined resulting in total stop to Black-marketing of Stocks due

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to smooth supply of fast moving items.

3. The suppliers are provided various reports to track their goods sale and generate their payment statement.
4. The online application is available to all users 24x7 from anywhere.
5. The licensees are not required to visit Bank for preparation of DD for purchasing the goods from Depot.
6. The suppliers can view their current stock and create their purchase order from anywhere and make dispatch note also.
7. The licensees can also view the actual current stock of the Depot and make their invoice accordingly.

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):

It was G2B & G2E project and it benefitted Government & Suppliers and Licensees

16. Adaptability Analysis

(i) Measures to ensure adaptability and scalability

Application developed over in .net framework and database installed in Microsoft SQL Server 2008 on windows server 2008 operating system, which was fully compatible among itself and complement each other.

(ii) Measures to ensure replicability

Using Microsoft SQL 2008 server features, Database was mirrored for redundancy and scheduled for proper backups.

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

Null

(iv) Risk Analysis

SSL encryption used for payment gateway transactions to avoid intrusion and

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cracking of the same.

To avoid forgery application submission pan card details of the applicant with scanned copy image to later verification has been submitted.

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

1. The earlier system was physical and fully dependant on manpower. The new system was fully online and replaced Manual involvement at all stages.
2. The earlier system being manual was fault prone; the replaced system being Online was fault free.
3. There was loss of revenue due to late realization of Process fees in old system. In the online system with online payment system, realization of revenue was instant resulting in zero loss and gain in terms of Interest received from the Bank deposits.
4. The earlier system was not tamperproof. The replaced online system is tamperproof.
5. The earlier system was time consuming; the replaced Online system is instant.
6. Both the stakeholders have gained in the system in terms of saving in financial terms and also by proper movement of Stocks.

18. Other distinctive features/ accomplishments of the project:

1. The system provides multi view of data.
2. Online system has inventory and accounting module with together so user didn't need to enter same entry so many times.