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

Entire Panchayath area.

(ii) Number of delivery centres

13

(iii) Geographical
(a)National level – Number of State covered

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

(c) District level- Number of Blocks covered

1

Please give specific details:-

Pampakuda Grama Panchayat situated in Pampakuda Block, at the eastern part of Ernakulam district in Kerala.

(iv)Demographic spread (percentage of population covered)

90 percent.

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

1. Bottlenecks in the effective delivery of services due to faulty project formulation and opaque implementation.
2. Suboptimal utilization leading to the subsequent lapse of funds.
3. Information asymmetry between panchayat and citizens.
4. Unavailability of authentic, reliable data to formulate new projects.

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

Un limited.

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

Maximum.

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

   Citizens, Government and Non-Government departments, Elected members, Professional.

   4.2 Number of stakeholders consulted

   50

   4.3 Stages at which stakeholder input was sought

   Data gathering, software development, implementation stage.

   4.4   Details of user satisfaction study done

   Conducted grama sabhas to know the satisfaction level.

5.   Strategy Adopted

(i) The details of base line study done,

   Pilot survey conducted hypothesis testing, discussion with experts.

(ii) Problems identified,

   Privacy, personal data, lack of infrastructure.

(iii) Roll out/implementation model,

   Questionnaire preparation, data gathering , software development, data uploading.

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

   Media, channels, word of mouth, ward members, news paper, websites.

6.   **Technology Platform used-**

   (i)   Description,

   Software development by a startup IT company, Computers and Kiosks are used.

   (ii) Interoperability

   Considering.

   (iii) Security concerns

   Considering.

   (iv) Any issue with the technology used

   No issues.

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

> Verbal contract with Idea Mobile service provider.

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

> Helps in better planning, Better communication, Transparency in execution of projects, Easy access of human resources.

7.2 Feedback Mechanism

> Through sms, E-mail, Direct contact with officer bearers.

7.3 Audit trails

> Already started.

7.4 Interactive Platform for service delivery

> Grama Sabha

7.5 Need gap fulfillment

> More interactions needed.

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

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

> SMS, Web, E-mail.

(ii) Completeness of information provided to the users,

> Important information included.

(iii) Accessibility (Time Window),

> Full time.

(iv) Distance required to travel to Access Points

> 1 KM.

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

> Provided.

(vi) status tracking

> Possible.

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

(i) Volume of transactions processed

> Large volume.

(ii) Coping with transaction volume growth

Can easily.

(iii) Time taken to process transactions,

Very less.

(iv) Accuracy of output,

100 percent.

(v) Number of delays in service delivery

No delays.

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

No direct or indirect cost.

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

Citizen charter describing information on services exhibited in front of the office.

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

Front office facility is arranged.

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

Maximum security provisions provided.

14. **Innovatio**n (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.#)

Formulation and implementation of projects leveraging ICT to enable better targeting and delivery of services.

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.)

All citizens of the panchayat are involved in the project online submission, certificate through net are possible.

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. #)

Optimal sustainable digitization safe guarding user privacy and securing of data.

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. #)

Frequently used during last 6 months, Numerous visitors.

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

Speedy and transparent implementation of projects.

(ii)   To citizen

Information are available in a speedy and reliable manner.

(iii)   Other stakeholders

Helping in project formulation.

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):

Entire population of the Panchayat is benefited.

20. **Adaptability Analysis**

(i) Measures to ensure adaptability and scalability

Yearly analysis.

(ii) Measures to ensure replicability

Several tools.

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

> No restrictions.

(iv) Risk Analysis

> Done.

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

> **Earlier:**
> 1. . Bottlenecks in the effective delivery of services due to faulty project formulation and opaque implementation.
> 2. Suboptimal utilization leading to the subsequent lapse of funds.
> 3. Information asymmetry between panchayat and citizens.
> 4. Unavailability of authentic, reliable data to formulate new projects.
> **New System:**
> 1. Feasible projects and their timely and transparent implementation.
>
> 2. Optimal utilization of funds.
>
> 3. Growing information transfer leveraging ICT.
>
> 4. Robust data base adhering to security and privacy policy which is accessible to all.

22.   Other distinctive features/ accomplishments of the project:

> 1.Optimally digitized system in which information of every citizen and household in the Panchayat is digitally documented, stored, retrieved, and analyzed to ensure effective delivery of services.
> 2.The project was designed and executed entirely with the funds mobilized from several agencies and individuals and without any fiscal premium on panchayat funds earmarked for local development.
> 3.project mobilized the participation of regional institutions and people in the Panchayat.

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