AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

NAME OF CATEGORY- BEST DISTRICT LEVEL INITIATIVE IN CITIZEN CENTRIC SERVICE DELIVERY THROUGH ICT:

1. **Coverage – Geographical and Demographic** :-
   (i) Comprehensiveness of reach of delivery centres,

   > The project is implemented in district Kanpur Nagar & District Gonda

   (ii) Number of delivery centres

   > At present more than **500 service delivery centres** are in Kanpur Nagar in the form of CSC / Lokvani centres.

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

   > **One**

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

   > **Two**

   (c) District level- Number of Blocks covered

   > **7 Tehsils, 26 Blocks** in both the districts

   Please give specific details:-

   > 4 Tehsils and 16 blocks in district Gonda & 3 Tehsils and 10 blocks of district Kanpur Nagar are covered by the project.

   (iv) Demographic spread (percentage of population covered)

   > **100% valid LPG consumers** of all three oil companies are covered.

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

   - In many places, especially in rural / semi urban areas LPG refills are booked manually by standing in a queue and negotiating with touts. The consumer is not provided acknowledgement of booking. At the same time, there is rampant third party procurement, hoarding and black marketing, predominantly in rural areas, and diversion of domestic LPG into commercial use.

   - A perceived demand supply gap is reported in districts due to pilferage of domestic cylinders and diversion to commercial establishments. District administration and citizens have no mechanism for understanding/reviewing pendency, as the system is incapable of generating any kind of report or notification on LPG bookings and delivery in the district.

   - At the district level, the LPG cylinders stock position, supply levels and distribution are a black box as far as the district authorities are concerned

and therefore, any intervention by the district authorities to increase availability of this essential commodity is not possible.

- Often, there are law and order problems, especially before festive occasions when demand peaks.

- IVRS and other ICT tools rolled out by individual gas agencies are dependent on local conditions. IVRS / Web based systems are used by a negligible share of rural, semi urban population, as most of the population of these areas is not familiar with ICT services.

3. **Scope of Services Covered** (Number, extent and list of services made ICT enabled – extent to which a service is e-enabled may be one of the four criteria's (a) Service is requested through electronic means including mobile devices – Front-end is electronic, (b) Workflow/approval process is electronic, (c) Database is electronic/digitized, (d) Service delivery is electronic

- Online bookings of LPG Gas Cylinder through CSC/Lokvani centres (**Front end is electronic**).
- Online stock position entry by gas agencies (**Front end is electronic**).
- Delivery against bookings made at CSC centres, by concerned gas agencies (**Workflow is electronic)**.
- Monitoring of availability and pendency status by district administration by accessing online reports (**Frontend** / **Workflow is electronic**).
- **Digitized Database** is also centrally maintained.

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. #)

Following stakeholders are essential to the functioning of the system:-

1. Consumers
2. CSCs/Lokvani Centres
3. LPG Gas Agencies and Distributors
4. Food and Civil Supply Department
5. NIC
6. District Administration

Efforts to engage the stakeholders: The various stakeholders in this project, for example the CSC operators who come from the below average socio economic strata, have to be rigorously trained not just on the use of computer, but also on the processes which govern the projects. Besides the initial training of CSC operators and officials of gas agencies, continuous skill up gradation programmes are being taken up to keep them live and updated on various aspects related to the application. The entire project also depends upon the back office computerization of the related government departments. Government employees at various levels therefore also needed sensitization and exposure to the Information Technology needs of their departments and to the project concepts.

Interaction between administration and stakeholders: The project is an initiative taken by the district administration and has a flexible management structure. *The project is being directly monitored and headed at the level of **nominee** with active support from* **NIC**. The *civil supply department* and *Gas agencies* are co-partners in this management team. The NIC provided the training and consultancy support to the project and also undertakes the responsibility of assessing the competencies of various stakeholders. *The NIC has been provided responsibility of improving the project design and also helps in evolving new features and services in the portal.*

Feedback & suggestions given by stakeholders During project roll out process, inputs were received from different stakeholders and were time to time incorporated in the project. For example, while implementing the project in district Kanpur Nagar scalability issues were faced. Because, no. of per day bookings / delivery in this district with huge population, is many times higher than that was in district Gonda. Similarly, no. of LPG distributers in Kanpur is almost ten times higher than that in Gonda.

So, we received the input from LPG distributers that the old processes of updating bookings / deliveries were not feasible in Kanpur owing to higher no. of transactions. Consequently, after consulting the NIC, the processes were suitably changed to meet present system requirements.

User satisfaction study was done by local organization and suggestions/finding of the study has been incorporated in this system.

5. **Innovations** (Give details on the extent to which initiative/project is unique in purpose/goal, compared to other common e-governance projects , give details about the new processes / new activities, new steps , ICT interventions, administrative process reforms, any use of new & emerging technology functionalities introduced into the system, identification & removal of any bottlenecks / give details irrelevant steps, Comparative with Original Project (Provide a comparative analysis about how is this project similar / different in services provided, design, functionality, technology, platform etc from the original project).

Old System	Innovation introduced
Gas cylinders are still booked in many places especially in rural/semi urban areas by manually standing in a queue and negotiating with touts. Payment of money is not a guarantee to delivery of cylinder	Booking made possible 24x7 through CSC/lokvani centers. Booking fee of Rs10/- ensures **creation of an entitlement right** that a booking through a CSC/Lokvani centre will ensure delivery of within 7 days.
Law and order problems, especially before festive occasions when demand peaks, caused by black marketeering and crowds	Transparent procedure and adequate supply ensures minimal crowds and reduces possibility of black marketeering and diversion to commercial use.
A perceived demand supply gap in gas cylinders in districts, due to pilferage of domestic cylinders and diversion to commercial establishments. *District administration / citizen has no mechanism for understanding / reviewing the pendency.*	Targeting of genuine domestic customers made possible and reduced the pilferage, thus automatically increasing the availability of gas cylinders for domestic consumers._____ EASYGAS aids the oil marketing companies in better auditing and monitoring of stock made available to their dealers in various districts. Software permits generation of oil company-wise, Agency-wise, date-wise reports. **This facilitates monitoring and necessary action by district authorities.**
At the district level, the LPG cylinder stock position, supply level and distribution are a black box as far as the district authorities are concerned. Any intervention by the district authorities to enable access to this essential commodity is not possible.	EASYGAS enable the district administration to get accurate information about the **stock position, supply and deficits** of this essential commodity. Software behaves as an **accounting tool** for the district administration, allowing them for necessary intervention whenever

	required.
IVRS and other ICT tools rolled out by individual gas agencies are dependent on local conditions. IVRS/Web based system is used by a negligible share of rural, semi urban population as most of the populations of these areas are not familiar with ICT.	EASYGAS application is not dependant on local condition, since it is a backend tool supporting an accessible human interface (at the CSC/ lokvani centre), people do not need to fill up the forms by themselves.

6. Strategy Adopted

(i) The details of base line study done

> The basic strategy that was adopted was to use CSCs to provide a convenient, single point registration-based facility to book the product (gas cylinders), thereafter using ICT, the status of delivery/supply would be provided to the customer. The very act of paying a nominal amount for gas booking at CSc/Lokvani centre, a consumer could create an entitlement right for the LPG delivery to him.

(ii) Problems identified

> Implementation of any project is dependent on its stake holders, which, in this case, are Administration, Gas agencies & CSC operators. As, CSC operators see it as a good chance to increase their revenue, so there was no problem from their side. After creating their credentials and providing them appropriate trainings, they were happily ready to play their role.
>
> But, the gas agencies had several apprehensions about EASYGAS. As a human tendency, nobody is going to easily accept the new thing may be software. So in this case, gas agencies were not keen to accept this change, as they were looking this as an increased burden on them. But, having several meetings and by arranging appropriate training sessions for them they were motivated.

(iii) Roll out/implementation model

> Rather than ensuring that a particular service is available at an outlet, the strategy adopted was to get the customer pay a nominal amount and get an entitlement to getting that service. This strategy was essential since normally merely paying the cost of the product/services being provided did not create an entitlement right; it merely recovered the cost (and profit) for the producer/ service provider. For example, in the case of the EASYGAS initiative, the entitlement right is created for the consumer when the consumer pays the booking fee at the CSC. Paying the full price of the gas cylinder did not give him the entitlement to delivery of the gas cylinder; it merely ensured that he had paid the price of the product, Further paying bribes/grease money to middleman also did not create any entitlement for him; it merely tired to ensure a speedy delivery of the cylinder, or more importantly delivery of the cylinder to an undeserving costumer. The role of the empowered

(*empowered because it is linked up to the oil marketing agencies by means of commitment to supply, which is ensured by the district administration*) CSC charges a fee and provides a receipt for the booking , and the running receipt becomes an entitlement for the costumer.

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

- Besides the initial training, continuous skill up gradation programmes are being taken up to keep all relevant stakeholders updated on various aspects related to the application.

- The capacity building of the CSC's / officers / agencies was followed by a campaign to create mass awareness about the project by means of:
    1. Help centre at district level.
    2. Regular press releases.
    3. Weekly review meetings and field tours.
    4. Flex / hoarding display at CSC / Lokvani centres and at other major public spots.
    5. By showcasing the project on public functions e.g. Independence day etc.

- EasyGas won the **eINDIA award 2013**, which also helped to boost its popularity and public acceptance.
- The project won the **" Manthan Award-2013"**

7. **Technology Platform used-**
   (i) Description,

   It is web based application developed using ASP.NET and at backend MSSQL server 2012 database has been used. It is accessible on any browser

   (ii) Interoperability

   The applications data is stored in a central server and all software components or modules are accessing each other's services cohesively. Replications of data or software components have been avoided.

   (iii) Security concerns

   User's data is loaded on central server and all required security measures have been deployed. For security purpose, sensitive data is stored in encrypted format and a security audit is to be done before deploying it at state level.

   (iv) Any issue with the technology used

Currently no issue is being faced. All identified issues have been resolved.

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

As, supply of this essential commodity (LPG) is dependent on many factors and on many stakeholders e.g. LPG exploration companies, refineries & oil marketing companies, which are not under direct control of district administration or state governments. So, in this case a SLA is not feasible. Although, at district administration level, all efforts are made to deliver the LPG within a time frame of seven days.

8. **Citizen Centricity & Relevance** (Give specific details on the following#)

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

Services available 24x7 at their doorstep, thereby making it more convenient for the consumers. Booking fee Rs.10/- ensure **creation of an entitlement right that a booking** through this system will ensure delivery of LPG within 7 days. This is a big boon to the average rural consumer who is otherwise surrounded by uncertainty and touts without assurance of delivery on a given date.

(ii) Feedback/grievance redressal mechanism,

Any problem related to operation of software, is handled by district NIC centre. These are addressed by then on urgent basis. As citizens access the system through CSC / lokvani centres, so directly no grievances are received from citizens.

(iii) Audit Trails,

Audit Trails are being maintained at database level.

(iv) Interactive platform for service delivery,

A status tracking feature is available. Consumer can track the LPG cylinder delivery status by unique booking no received at the time of booking. In older system there was no such mechanism, a consumer had no option other than believing on words of agency staff .

9. **Adaptability and Scalability** (Give details about Local language support, ability to leverage shared NeGP infrastructure, Standardization of technology used (hardware, software, application etc. #), envisage future enhancements/plans)

- Web Based application-Any user, familiar with working on a web site using any browser would be easily able to operate the application.
- The services are provided through **CSC** *as per mandate of the **National e-governance plan.***

- EASYGAS has the necessary capability to be rolled out at higher level and

can be utilized in any district (on a district scale) or state (on a state -wide scale) with just minor modification in location specific technology and vernacular language.

- Administrative scalability: System can easily share a single distributed system among increasing number of organizations.
- Local scalability: system or component can be easily modified, added, or removed to accommodate changing load.
- Initially project started in 180 CSC but now more than 500 centers are covering entire rural and urban area.

10. Adaptability Analysis

(i) Measures to ensure adaptability and scalability

No adaptability issue has been faced till now.

From software perspective, it is scalable up to state level so as to cover all districts of a state like Uttar Pradesh. Although, hardware restrictions apply and with increasing number of districts using the same installation, more robust database and application servers are needed.

(ii) Measures to ensure replicability

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

There is no issue in replicating the system for individual district. In fact, from software perspective, the single installation is scalable up to state level so as to cover all districts of a state like Uttar Pradesh. Although, hardware restrictions apply and with increasing number of districts using the same installation, more robust database and application servers would be needed.

(iv) Risk Analysis

No financial transactions are done electronically and database is stored on central and safe server. Moreover, the system does not replace the older system, which is running in parallel. Therefore, no risk analysis is needed.

11. Efficiency Enhancement

Indicators of Increased Efficiency

- **Single point of interaction** for all services (*see table in section 5 on innovation for detailed descriptions.*)
- Generation of various reports by the applications, which can enable more effective monitoring by the administration/ stake holder/ agency.
- Services available 24x7 at their doorstep, thereby making it more convenient for the consumers. Booking fee Rs.10/- ensure **creation of an entitlement right that a booking** through this system will ensure delivery of LPG within 7 days. This is a big boon to the average rural consumer who is otherwise surrounded by uncertainty and touts without assurance of delivery on a given date.
- EASYGAS aids the oil marketing companies in better auditing an **monitoring of stock made available to their dealer** in various district. Enable the district administration to get **accurate information about the stock position**, supply and deficits of this essential commodity.
- **Transparent** procedure and adequate supply ensure minimal crowds at agencies and reduces possibility of **black marketeering and diversion to commercial use**.
- No need for maintenance of paper records. Any type of report can be generated through web based system for monitoring.
- Disposal of application in transparent/time bound manner and **creation of accountability.**
- Senior officials can monitor the daily progress of booking through portal and therefore gain better into their working with subsequent power of intervention.
- Logs are being generated by the application for every transaction.

12. **Accessibility** (Give details about how following has been enhanced: user accessibility, transparency in system, single-window resolution, ease of navigation; impact on service response time, number of visits required for accomplishing the task before and after automation, Communication e-mail, SMS, web based tracking, etc.#)

In older system, LPG was booked through LPG retail outlets, which are open for 7-8 hours a day and the booking was possible only on working days. New system is web based which is **accessible** 24X7 basis.

Every booking is allotted a unique no. and date/time of booking is also stored, the delivery is done on first come first serve basis, thus it ensures complete **transparency**.

Single point of interaction for all services (*see table in section 5 on innovation for detailed descriptions.*)

Ease of Use- IVRS and other ICT tools rolled out by individual gas agencies are

dependent on local conditions. IVRS / Web based systems are used by a negligible share of rural, semi urban population, as most of the population of these areas is not familiar with ICT services. As, the booking process has to be done by CSC / Lokvani operator, who is an I.T. aware person, therefore, the system may be utilized by even an illiterate villager.

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

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

This is a web based application, whose operation is facilitated by CSC/Lokvani. Thus citizens need to go to nearest CSC/Lokvani centers. In near future, SMS based service will be incorporated.

(ii) Completeness of information provided to the users,

(iii) Accessibility (Time Window),

The application is web based and accessible to users on 24X7 basis.

(iv) Distance required to travel to Access Points

District is covered with more than 500 CSC/Lokvani centres. On an average there are one CSC /Lokvani centers in radius of one kilometer.

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

The LPG consumers' data is filled in online database, so consumers can book their LPG online through nearest CSC/Lokvani centres.

Reports for monitoring purpose are also available for online downloads.

(vi) Status tracking

A status tracking feature is available. Consumer can track the LPG cylinder delivery status by unique booking no received at the time of booking.

14. **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. #)

The simple, common and sustainable web based technology has been used, which is tested for a long time. No vendor specific tools have been used in this application. So, from point of view of technology, there no question arises about sustainability.

User's data is loaded on central server and all required security measures have been deployed. For security purpose, sensitive data is stored in encrypted format and a security audit is to be done before deploying it at state level.

After the initial deployment of the services and induction training of all stakeholders, the application has gained momentum and earned mass appreciation. By providing this additional services, the CSCs are doing good business and are becoming self sustainable. They are earning anything between Rs. 6000 to Rs. 15000 per month and are providing tremendous ease to the citizens to access government services.

The application have proved their sustainability has a recognition of which the concerned administrative department are currently making necessary policy changes for a state wise roll out.

15. **Ease of transaction** (Give details about method deployed to educate user on how to avail service, security of data shared by user(if applicable), completeness of information provided, Linkages for financial processes (if applicable), etc. #)

Once the application is rolled out in a particular district, only the basic mandatory activities like training sessions for stakeholders or awareness camps are need to be organized. The system is web based public interaction is facilitated by CSC/lokvani owner, who is IT aware person. All the menus are provided as drop down boxes from which the operator can select the choice with the minimum efforts.

User's data is loaded on central server and all required security measures have been deployed. For security purpose, sensitive data is stored in encrypted format.

16. **Appropriateness of context and degree of localization** (Give details about degree of localization i.e. local language interface, database support etc. relevance of content, etc. #)

The application has been initiated on the basis of a felt need of the population. The need for this project was felt despite the oil marketing agencies and distributors providing some transparency in the supply and allocation of LPG cylinders, local market situations (especially black marketing, pilferage and misuse of domestic allocation for commercial use) were creating uncertainty and a perceived shortage. Thus the application is targeted at addressing a very contextual need of the population in semi-urban and rural areas.

Any user, familiar with the working on a web site using any browser would be easily able to operate the application. Software code was written locally, and deployed at NIC server. Since the application is entirely web based, service providers or the CSCs are able to use their existing hardware and connectivity to provide the service.

17. **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.#)

The application has been developed and maintained by NIC and implemented through CSC. There is no additional burden on the government through this project. Since the application is entirely web based, service providers or the CSCs are able to use their existing hardware and connectivity to provide the service; hence they also do not incur any significant cost. The cost to the end-user is a nominal Rs 10/- for booking and presently for CSC user the access to the service is free.

18. **Number of users and services** (Give details about frequency of services used in last 01 year, number of visitors, number of unique visitors, number of users etc. #)

In district Gonda, EASYGAS was rolled out in July 2012. Despite an intervening change in district authorities and few adverse interests, EASYGAS services continued to be offered by Lokvani operators. Till date 3,63,352 bookings have been handled by the application for district Gonda.

Afterward, it has been deployed in district Kanpur Nagar in June 2014 and 1,15,000 bookings have been done using this application. This demonstrates an ample level of success..

19. **Benefits Accrued** / **Impact assessment (**Give a comparative Analysis of pre- & Post- implementation in terms of (a) Service Access points, (b) service charges paid by user, (c) travel cost, (d) indirect cost incurred by user, (e) comprehensiveness of service/information provided, (f) distance required to travel, (g) mode of service delivery, (h) citizen charter (time to deliver the service), (i) Green e-Governance (power & paper consumption, disposal of e-Waste etc.), (j) revenue collection, (k) Capacity Building (No. Of persons trained) etc.)

PRE IMPLEMENTATION	POST IMPLEMENTATION
Service Access Points Block/Tehsil/District level offices	So far, available in more than 500 CSC/Lokvani centres spread geographically in entire district, which charge service @ Rs 10/- per booking.
Travelling cost, telephone and other expenses incurred in repeated attempts to contact agency and without any right of entitlement.	By creation of entitlement rights by payment of registration fees, service provider is bound to provide the service in time bound fashion, and without any discretion or randomness in the distribution.
Consumers have to go District / Tehsil/ Block / Agency	Service available at their surroundings
No commitment for timely delivery of LPG refill.	A time period of 7 days is fixed, after that it would go in defaulter list.
Wastage of paper in case of manual booking and interim reports.	Web based system.
Chances of citizen exploitation	No interaction with the Government officials or gas agency staff; information available by means of an entitlement right.
Unavailability of transparent system & lack of effective communication channels	CSC as an interface which provides effective engagement with both the customers and the ultimate service provider.

20. 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

- Enables the district administration to get accurate information about the stock positions, supply and deficits of this essential commodity. Software behaves as an accounting tool for the district administration, allowing for necessary intervention whenever required.
- Transparent procedure and adequate supply reduces possibility of black marketeering and diversion to commercial use. This results in improved supply and revenue generation.

(ii)   To citizen

- Vanishing queues – over the counter for booking / delivery.
- Transparent procedure and adequate supply ensures minimal crowds.
- Curb on third party procurement and hoarding system, system alerts on multiple bookings. This ensures increased availability of LPG to actually needy population.
- Cent percent home delivery for urban consumers within the stipulated time of 7 days and for rural consumers from the pre-defined distribution points.
- Facility to check booking status / delivery schedule easily from anywhere.

(iii)   Other stakeholders

- It has generated employment for more than 500 technical persons and incentivized CSC into a commercially viable enterprise.

21. **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):

Performance data of EASYGAS: In district Gonda, EASYGAS was rolled out in July' 2012. Despite an intervening change in district authorities and few adverse interests, EASYGAS services continued to be offered by Lokvani operators. Till date **3,63,352** bookings have been handled by the application for district Gonda.

Afterward, it has been deployed in district Kanpur Nagar in June 2014 and **1,15,000** bookings have been done using this application. This demonstrates an ample level of success..

Impact On CSCs : The project has had a tremendous impact in providing electronic delivery services through CSC in this district. On the one hand, it has been able to buttress the CSCs while on the other hand it has been able to provide the civic services to the citizens in a user friendly and hassle free manner. Ever since the project has started it has generated tremendous goodwill both for the administration and for the CSCs. They are able to earn anything between Rs 6000 to 15000 per centre per month and are providing tremendous ease to the citizens to access government services. With over 500 CSCs operating in both the districts the project has been to carry out more than **4.78 Lakh** transactions relating to various B2C G2C services.

The project has helped in the creation of a knowledge and information economy thereby bringing in more opportunities and prosperity to the impoverished areas of these districts. The project has helped villages become knowledge hubs so that they can gain symbiotically from each other and derive benefits the global networks.

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

The new system does not **change** the older system, which is running in parallel and adoption of new system is purely optional for a consumer. Although, few business processes changes have been changed in the new system. A Comparative analysis of earlier Vs new system in respect of **BPR** and **Outcome** / **Benefits** is given below**:**

Earlier System	New System
Service Access Points Block/Tehsil/District level offices	So far, available in more than 500 CSC/Lokvani centres spread geographically in entire district, which charge service @ Rs 10/- per booking.
Travelling cost, telephone and other	By creation of entitlement rights by

expenses incurred in repeated attempts to contact agency and without any right of entitlement.	payment of registration fees, service provider is bound to provide the service in time bound fashion, and without any discretion or randomness in the distribution.
Consumers have to go District / Tehsil/ Block / Agency	Service available at their surroundings.
No commitment for timely delivery of LPG refill.	A time period of 7 days is fixed, after that it would go in defaulter list.
Wastage of paper in case of manual booking and interim reports.	Web based system.
Chances of citizen exploitation	No interaction with the Government officials or gas agency staff; information available by means of an entitlement right.
Unavailability of transparent system & lack of effective communication channels	CSC as an interface which provides effective engagement with both the customers and the ultimate service provider.

23. **Other distinctive features/ accomplishments of the project:**

> 1. Displacing the delivery of a service with provision of the service by means of creation of entitlement rights.
> 2. Provision of computational value–addition to the service.
> 3. Harnessing the entrepreneurial energy of the CSC / Lokvani owners.
> 4. Limiting the role of government and replacing the stick of the government with other carrots of the initiative, to make it more sustainable.
> 5. Consumer acceptance

An Annexure describing the project in detail is attached.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

Annexure describing the software in detail

EASYGAS(On line LPG Gas Booking System)

An LPG customer can pay Rs. 10/- and book his LPG cylinder at the CSC/Lokvani kiosk, subject to display of identity proof and gas connection proof. The centre issues a receipt for his/her booking, which entitles the customer to get a home delivery of the cylinder on a particular due date through his existing gas agency. This due date is fixed with an outer limit of seven days from his date of booking. This wait-period of seven days was fixed after due consultation with the gas agencies and LPG companies and with a view to give sufficient window for delivery to outlying rural areas of the district. All bookings received through the CSC/Lokvani centres are updated on the database, which is accessible to the gas agencies as well. Upon arrival of LPG cylinder stocks at the agency, the software allots cylinders to the pending customer list (Pendency generated on chronological basis) on a first come first serve basis. The system generates a date of delivery against each customer allotment, which can be the current date or any date up to seven days of the booking date. If stocks are not available, then the system forces the gas agency to record reasons for failure of delivery. Monitoring at the district administration level is made possible by generation of the pendency reports which reflect both the status of cylinders delivered, as well as lack of delivery with reasons. The software is capable of generating customer-wise pendency reports, date-wise delivery and default reports, agency-wise delivery/default reports and kiosk-wise delivery report, thus allowing monitoring at every stakeholder level. Thus the district administration/ district supply officer is able to monitor the defaulter in LPG supply (i.e., no supply within the due date of seven days) at kiosk level, agency level as well as at individual customer level.

VALUE ADDITION BY THE SOFTWARE:

The software is able to allocate cylinders to the waiting list in a automatic, and therefore in a free manner. Currently, such an allotment is done manually by the gas agencies and his heavily prone to discretion. Automation by an ITC tool is thus able to remove this discretion. Apart from marketing the essential commodity accessible to the average rural consumer, it also makes the gas agency - consumer interface transparent and provides the district administration a direct role in accessing and reviewing pendency at all levels.

News Paper Clippings:

ईजी सिस्टम से दस रुपए दो, घर पर ही सिलेंडर लें

अमरउजाला कॉम्पैक्ट

कानपुर, शनिवार, 21 जून 2014

दस रुपये में लीजिए 'ईजी गैस'

- शहर के किसी भी लोकवाणी केंद्र से कराइए बुकिंग
- होम डिलीवरी लोकवाणी कराएगा लोकवाणी केंद्र
- जिला प्रशासन की टीम करेगी निगरानी

कानपुर। घरेलू गैस उपभोक्ताओं के लिए जिला प्रशासन ने एक अनूठी और बिल्कुल नई सेवा का शुक्रवार को शुभारंभ किया।

सिविल लाइंस स्थित लोकवाणी केंद्र में 'ईजी गैस' सेवा के तहत जबाहर नगर निवासी आरुन निगम बुकिंग कराने वाले पहले उपभोक्ता बने। डीएम ने अपने हाथों से उन्हें बुकिंग स्लिप दी।

शहर में आईओसी के 6799912, बीपीसी के 132891 और एचपीसी के 83367 उपभोक्ता हैं। डीएम ने बताया कि शहरी क्षेत्र की 50 गैस एजेंसियों को 180 लोकवाणी केंद्रों से जोड़ा गया है। इसमें दूसरे उतने

के लिए दस रुपये का शुल्क देना होगा। मैस बुकिंग के अधिकतम सात दिन के भीतर घरेलू गैस की होम डिलीवरी सुनिश्चित ...

जाएगी। इजी गैस सेवा के नोडल अफसर एसीएम-5 प्रशांत शर्मा ने बताया कि इस सेवा से घरेलू गैस की उपलब्धता व आपूर्ति में पारदर्शिता ...

लाने के साथ ही घरेलू गैस के व्यावसायिक उपयोग, कालाबाजारी पर कड़ाई के साथ रोक लग सकेगी।

घर पहुंचाओ सिलेंडर- डीएम

कानपुर। रसोई गैस उपभोक्ताओं के लिए राहत देने वाली खबर है। अब आपको सिलेंडर लेने के लिए न तो एजेंसी जाना होगा और न ही पार्क में लाइन लगानी पड़ेगी। एजेंसी वाला खुद आपके घर सिलेंडर पहुंचाएगा। जिलाधिकारी डॉ. रोशन जैकब ने शहरभर में चल रहे अवैध बिक्री पॉइंट्स पर रसोई गैस सिलेंडर बांटने पर रोक लगा दी है। उन्होंने घरात-प्रतिघरात होम डिलीवरी के आदेश दिए हैं ...

जिलाधिकारी से सभी गैस एजेंसियों को भेजा 12सूत्री निर्देश

पथरी निकालने की खास दवा

इंसान में पथरी बनना एक आम बीमारी हो गयी है। जो व्यक्ति पानी कम ...

News covered by : Indian Express, 2nd August 2014 (Lucknow Edition)

UP's Easy Gas flies high, petro ministry to adopt project

■ Application developed by Kanpur DM allows online booking of cylinders

FAISAL FAREED
LUCKNOW, AUGUST 1

EASY Gas—an online application for booking and delivery of domestic LPG cylinders developed by Uttar Pradesh is likely to be adopted by Ministry of Petroleum and Natural Gas across the country.

Roshan Jacob, Kanpur District Magistrate, who developed the application in 2008, informed that the petroleum ministry conducted a series of meeting with UP officials, with the last (and apparently the decider) held on Friday in New Delhi in the presence of senior officials from three petroleum companies—HPCL, BPCL and IOC — after which the ministry agreed in principle to adopt the features of the application.

Under the Easy Gas, which facilitates the booking of cylinders online, distributors have to mention their daily stock on the website. "Following online facility, distributor's claim about unavailability of LPG cylinders will not be accepted. Now their daily stock, both incoming and delivery, will be updated online," Jacob told The Indian Express.

Chief Minister Akhilesh Yadav has directed his officials to ensure that the application is projected in a positive manner so that the ministry has no objection in clearing it.

"The meetings were positive and we are hopeful that it will soon be adopted. The application continues to enjoy successful run in Gonda and Kanpur," Amit Gupta, special secretary to the chief minister, said.

Jacob first launched the application in 2008 in Gonda where she was posted as district magistrate. Later, the system was implemented in Kanpur where she is currently posted as DM. With features of stock visibility, the distributors were bound to deliver the cylinder.

"Even in rural areas, they are bound to deliver the cylinder within seven days," she said. Consumers can also check the delivery status online. The feature is a step ahead in booking gas from Integrated Voice Response System (IVRS) as every distributor's stock will be shown, making it mandatory on the part of the agency to deliver the cylinder.
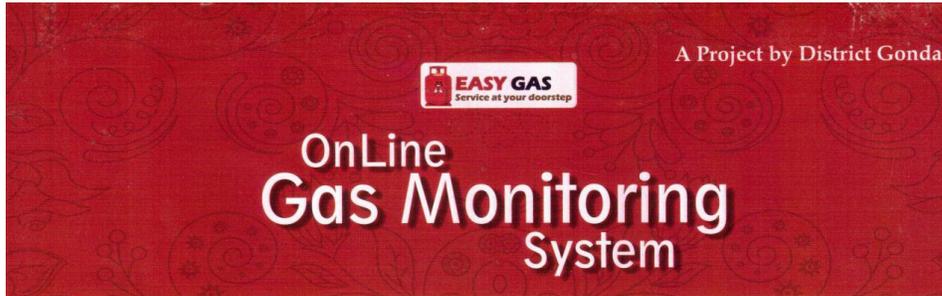
The state government, studied the model before deciding to implement it across the state. "In UP, it will be done soon and under the name 'Easy Gas'. For the petroleum ministry, there may be some changes but all the features of the application will remain intact. HPCL is already using some features like pending stock, but daily stock updates are still not available," Jacob said.

State government has directed all the District Magistrates to expand the Lokvani centres in their districts so that 'easy gas' application, when implemented, is easily accessible to the rural areas. Lokvani centres offer one-stop facility for several online government facilities including issuance of necessary certificates. Number of Lokvani centres will be increased so that it is easy for the people to book the cylinders.

Brochure Published:

EASYGAS (On line LPG Gas Booking System)

An LPG customer can pay Rs. 10/- and book his LPG cylinder at the CSC/Lokvani kiosk, subject to display of identity proof and gas connection proof. The centre issues a receipt for his/her booking, which entitles the customer to get a home delivery of the cylinder on a particular due date through his existing gas agency. This due date is fixed with an outer limit of seven days from his date of booking. This wait-period of seven days was fixed after due consultation with the gas agencies and LPG companies and with a view to give sufficient window for delivery to outlying rural areas of the district. All bookings received through the CSC/Lokvani centres are updated on the database, which is accessible to the gas agencies as well. Upon arrival of LPG cylinder stocks at the agency, the software allots cylinders to the pending customer list (pendency generated on chronological basis) on a first come first served basis. The system generates a date of delivery against each customer allotment, which can be the current date or any date up to seven days of the booking date. If stocks are not available, then the system forces the gas agency to record reasons for failure of delivery. Monitoring at the district administration level is made possible by generation of pendency reports which reflect both the status of cylinders delivered, as well as lack of delivery with reasons. The software is capable of generating customer-wise pendency reports, date-wise delivery and default reports, agency wise delivery/default reports and kiosk-wise delivery report, thus allowing monitoring at every stakeholder level. Thus, the district administration/ district supply officer is able to monitor the defaulters in LPG supply (i.e., no supply within the due date of seven days) at kiosk level, agency level as well as at individual consumer level.
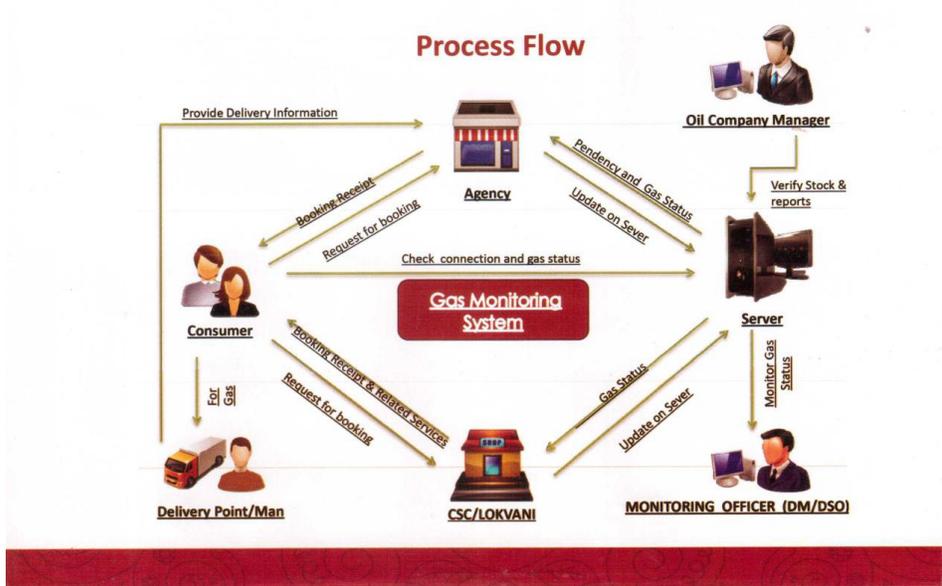
Advantage EASY GAS

❖ Vanishing queues – over the counter booking/delivery stopped

❖ Cent percent home-delivery for urban consumers within the stipulated time of 7 days and for rural consumers from the pre-identified distribution points

❖ Curb on third party procurement and hoarding

❖ System alert on multiple bookings prevents diversion of domestic gas by commercial consumers.

❖ Facility to check booking status/delivery schedule easily from anywhere.

❖ It reduces paper work for user every time .

❖ It prevents the duplicity of records inherent in manual entry.

❖ It has generated employment for more than 200 technical persons and incentivized Lokvani into a financially viable enterprise.

Impact on CSCs

While providing civic services to citizens in a user friendly and hassle free manner the system has also had tremendous impact in making CSC financially viable. For the CSC owner, the system needs minimal investment. Income from this additional service has given them a much needed boost and now they are earning more than Rs 10000 per month.

Dr. Roshan Jacob, IAS (DM Gonda)
dmgon@nic.in
+91-9454417537

NIC, Gonda
upgon@nic.in
+91-9415176364

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