

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,

INSTANT

(ii) Number of delivery centres

USERS OF CVRDE

(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:-

IMPLEMENTED INSIDE CVRDE LOCAL AREA NETWORK

(iv) Demographic spread (percentage of population covered)

1100 EMPLOYEES

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

MOST OF THE TIME FAX REACHED ACTION POINT AFTER THE TIME OF ACTION. ONCE THIS SOFTWARE IS IMPLEMENTED FAX REACHES THE ACTION POINT IMMEDIATELY.

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) #)

EXISTING FAX MACHINE IS REPLACED BY FAX MODEM. THE ENTIRE WORKFLOW PROCESS IS AUTOMATED USING INHOUSE DEVELOPED SOFTWARE.

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4. Strategy Adopted

(i) Details of base line study done,

NO. OF FAXES RECEIVED AND TIME TO REACH ACTION POINT.

(ii) Problems identified,

DELAY IN EXECUTING THE WORK

(iii) Roll out/implementation model,

IMPLEMENTED IN 12 JUL 2012

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

COMMUNICATION USING LOCAL AREA NETWORK

5. **Technology Platform used-**

(i) Description

SOFTWARE dot NET AND ORACLE

(ii) Interoperability

SOFTWARE IS INTEROPERABLE

(iii) Security concerns

USING LOGIN CREDENTIALS

(iv) Any issue with the technology used

NO

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

SLA not defined

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

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

TIME, STATIONARY AND COST REDUCTION. HANDLING APPROXIMATELY 20000 FAXES PER YEAR.

(ii) Feedback/grievance redressal mechanism,

BY ONLINE COMPLAINT THROUGH INTRANET. SOLVED INSTANTLY.

(iii) Audit Trails,

NIL

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(iv) Interactive platform for service delivery,

CVRDE NETWORK

(v) Stakeholder consultation

CVRDE, DRDO

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

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

INTRANET WEB

(ii) Completeness of information provided to the users,

COMPLETE

(iii) Accessibility (Time Window),

INSTANT ON ALL WORKING DAYS

(iv) Distance required to travel to Access Points

AT WORKING PLACE

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

NOT APPLICABLE

(vi) status tracking

INSTANT SENT INFO OF FAX THROUGH INTRANET WEB

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

(i) Volume of transactions processed

20000 FAXES PER YEAR

(ii) Coping with transaction volume growth

INCREASING STORAGE SPACE

(iii) Time taken to process transactions,

INSTANT

(iv) Accuracy of output,

ACCURATE

(v) Number of delays in service delivery

ALMOST NIL. .

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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. #)

OVERHEAD COST IS REDUCED. 30 MESSENGER MANHOUR WAS REPLACED BY ONE FAX OPERATOR

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

NIL

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

TRANSPARENT. RESPONSIBILITY FIXED ON THE USER.

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. #)

FAX FLOW WAS DONE SERIALY (ie) SIX STEPS TO REACH THE ACTION POINT WAS REDUCED TO JUST TWO STEPS

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. #)

EMPLOYEES FROM ALL LEVELS HAS BEEN DEPLOYED FOR THE PROJECT IMPLEMENTATION AND MAINTENANCE. THEY ARE ACCOUNTABLE FOR THEIR ACTIONS.

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

REDUCES COST, TIME AND STATIONARY

(ii) To citizen

FAST INTERNAL COMMUNICATION

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(iii) Other stakeholders

NIL

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):

PROJECT IMPLEMENTED

16. Adaptability Analysis

(i) Measures to ensure adaptability and scalability

CUSTOMISED CODE AND SCALABLE

(ii) Measures to ensure replicability

REUSABLE CODE

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

NIL

(iv) Risk Analysis

NIL

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

	Before implementing Fax-flow automation	After implementing Fax-flow automation
Average time for the fax to reach the Head concerned	2 to 3 days	5 minutes
Delays in taking action	Delays observed	Completely eliminated
Traceability of the fax	Very difficult	100%
Man hour per fax	2 hours	0
Stationary used in 1 year	50,000 sheets of paper	Theoretically Nil

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18. Other distinctive features/ accomplishments of the project:

- ❖ Iterative approach and incremental releases
- ❖ Customizable code
- ❖ **Copyright received for this software vide registration number SW-6648/2013 dated 28-May-2013**

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