

## AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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### II. NAME OF CATEGORY-‘OUTSTANDING PERFORMANCE IN CITIZEN CENTRIC SERVICE DELIVERY’

#### 1. Coverage – Geographical and Demographic :-

(i) Comprehensiveness of reach of delivery centres

Worldwide

(ii) Number of delivery centres

1

(iii) Geographical

(a) National level – Number of State covered

All

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

All

(c) District level- Number of Blocks covered

All

Please give specific details:-

Web based application for permit booking

(iv) Demographic spread (percentage of population covered)

Worldwide

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

Service delay, Service unavailability, Human Errors, Fraudulent activities, No efficient information broadcasting

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

Permit availability, Permit Validation, Permit Booking, Automated Alerts & Reports

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

All the above services were ICT enabled

## AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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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

Department Staff, Visitors, Tourists, Hoteliers, Volunteers

4.2 Number of stakeholders consulted

50

4.3 Stages at which stakeholder input was sought

Department Staff & Volunteers – After every iteration of build, Visitors-Tourist-Hoteliers – Every iteration of user interface wire-framing

4.4 Details of user satisfaction study done

General survey was taken after every iteration. In person study carried out for higher authorities of department after each iteration

5. Strategy Adopted

(i) The details of base line study done,

Adopted agile method, where initially requirement gathering started with general requirements. Then detailed gathering done with business processes adopted by department with UI frame presentation to get clear ideas

(ii) Problems identified,

Service unavailability due to limited number of permits per day and no information sharing can be done outside the office so people can know about permit availability. Human errors in the time of rush. Fraudulent activities done by agents.

(iii) Roll out/implementation model,

Agile Model

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

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

## AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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**6. 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

Payment Gateway, Duplication of permit

**(iv)** Any issue with the technology used

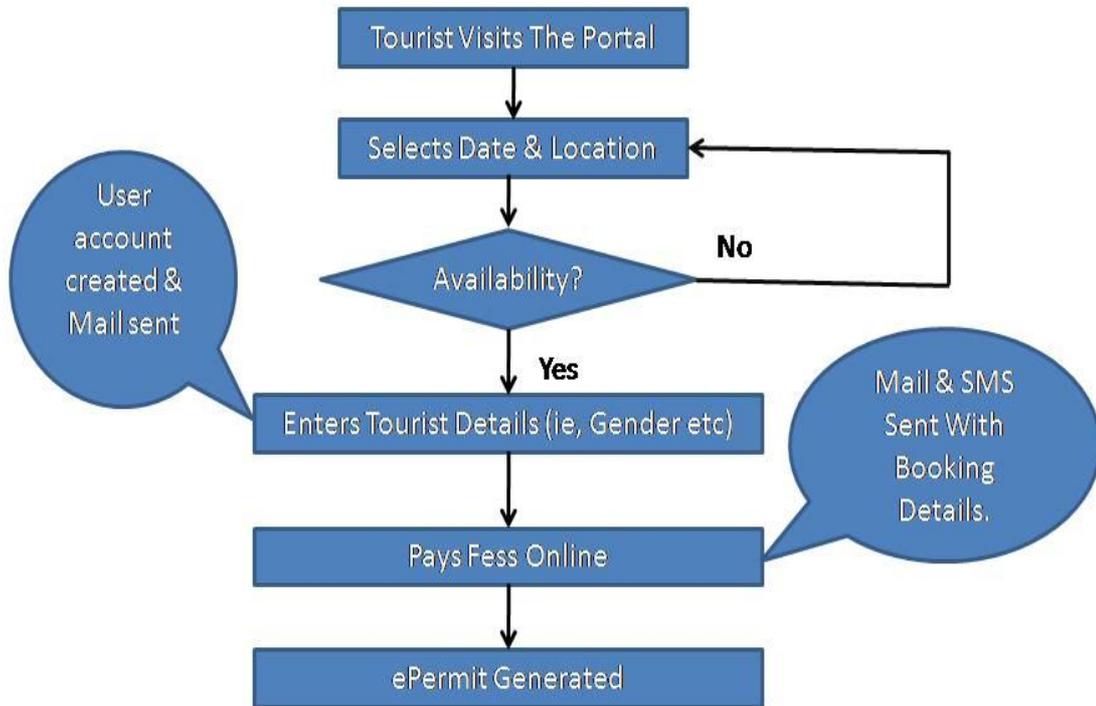
NAP

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

SLA is documented

## AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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**Basic Flow Diagram For Gir Online Permit Booking System**

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

Given clarity to development team & departmental staff about what exactly needed by citizens.

7.2 Feedback Mechanism

Feedback form

7.3 Audit trails

After every iteration data integrity, interface integrity done.

7.4 Interactive Platform for service delivery

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### 7.5 Need gap fulfillment

Every requirement is documented and after approval from department any extra requirement is included for automation of process

## AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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

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

Web, Email, SMS

(ii) Completeness of information provided to the users,

Each permit data sent to user via web, email & SMS interface with security code

(iii) Accessibility (Time Window),

24 hours – 365 days

(iv) Distance required to travel to Access Points

None

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

Online submission only due to real time data validations

(vi) status tracking

Through account created for every citizen intending to apply for permit

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

(i) Volume of transactions processed

58,252

(ii) Coping with transaction volume growth

Sustaining concurrency of 100 users per second

(iii) Time taken to process transactions,

Avg 2 mins

(iv) Accuracy of output,

100%

(v) Number of delays in service delivery

None

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

Surcharge on online payment

## AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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

Online portal

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

Through emails & telephonic support

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

SSL 256 bit & QR Code

14. **Innovation** (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.#)

First eGovernance initiative to book permits online for Gir Sanctuary with payment gateway. Moreover it provides complete Business Intelligence to department for decision making (ie, time period where more visitors visits Gir so extra arrangements can be made etc.)

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.)

With simple 5 clicks user can get his/her permit on email, SMS and in account

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. #)

SSL used for financial transaction. Person with basic computer knowledge were trained for operating the application. Total 84,33,120 INR earned so far

## AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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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. #)

40,00,000 users, 23,000 unique users

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**

- Better revenue monitoring
- Quick delivery of services
- Better work management
- Better decision making
- Human error reduction
- Easy & Fast access to information
- Elimination of fraudulent practices

**(ii) To citizen**

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

**(iii) Other stakeholders**

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):

**G2G, G2C, G2B**

20. **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

## AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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

None

(iv) Risk Analysis

RMP – Risk mitigation Plan after every iteration

21. 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 98%. |
| 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%  |

22. Other distinctive features/ accomplishments of the project:

1. Easy monitoring
  2. Eliminate errors and delays in issuing permits
  3. Automate validations
  4. Tracking Information Flow
  5. Improved communication between departments & other stakeholders
  6. Eliminate revenue leakages
  7. Increase in efficiency & productivity
  8. Authorities can view the detailed reports on the actual booking status

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