

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

III. NAME OF CATEGORY- 'INNOVATIVE USE OF TECHNOLOGY IN e-GOVERNANCE'

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

(i) Comprehensiveness of reach of delivery centres,

It could be reached to citizen through internet.

(ii) Number of delivery centres

Undefined

(iii) Geographical

(a) National level – Number of State covered

NA

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

NA

(c) District level- Number of Blocks covered

NA

Please give specific details:-

Department of Information Technology, Govt. of Jharkhand has introduced and implemented the Payment Gateway for various Departmental Applications which delivers services to the citizen at their door steps which caters the followings:

- ∇ Transport Application: - This application used to collect all types of transportation taxes through online system.
- ∇ Registration Application:- This application used to collect registration fees of all types like property registration, deed registration etc.
- ∇ Commercial Taxes Application:-This application used to collect all types of taxes like Jharkhand Sales Taxes, Luxury Taxes, Advertisement Taxes etc.
- ∇ JCECE Board :- JCECE Board providing online facility for the student to pay their fees related to examinations and others.
- ∇ Generic Portal :- Generic portal act like Payment Gateway service provider for the department who does not their own infrastructure for online system. It integrates many department services to collect their fees, taxes etc. through this portal. Currently services of Mines and Geology Dept. , Excise Dept., Commercial Taxes Dept. integrated with this portal and providing the citizen for online payment facility to pay their taxes.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

In accordance with the Payment Gateway Integration in above several departments, the citizen used to get their respective services from their houses or Common Service Centre(Pragya Kendra) while payment through Payment Gateway. Because of this, citizen can able to see their payment details online. This gives the transparency, time saving, queue less for the citizen. The monitoring took place very convenient to the Govt. officers too. Before this the manual approach has been taken by the citizen such as citizen supposed to go to respective offices to take their services and make the payment through banks or treasury (offline mode).

(iv) Demographic spread (percentage of population covered)

It could be reached to citizen through internet.

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

The lots of challenges and problems were faced by the departments and citizen too. The scenario was very pathetic to get the services while payment to the middle man (Broker) to get the services such as if a citizen want to get their road permit, they had to visit to the near by office and used to stand in a queue or has to go through broker in the view above sometimes citizen loses their money without getting the desire services. As this application deployed the above situation has been reduced and transparent. Now dependency upon the broker has been entirely vanished. Both Citizen and Govt. are in win-win situation.

3. Scope of Services/ Activities Covered (Relevance of choice of application for client/ agency, Extent of e-enablement in terms of number of services, Extent to which step in each service have been ICT- enabled #)

-  Any online services configured for payment.
-  Secure E-payment via Payment Gateway.
-  24x7 online payment via internet.
-  No need to go to bank or treasury & no fear of payments being missed.
-  No need to fill up manual challan forms

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

- ✚ E-challan via portal or E-mail.
- ✚ Full details of payment available with online application.
- ✚ The citizen may easily access services once payment successful.
- ✚ Conducted through safe online components
- ✚ Those without internet banking account may use Common Service Centre (Pragya Kendra) Network.
- ✚ Omnibus platform being built to receive all kinds of payments.

4. Strategy Adopted

(i) The details of base line study done,

During the integration of Payment Gateway to the concerned departments, understanding of all kind of tax related stuffs. Thereafter, the study of Data Analysis and Normalization took place.

(ii) Problems identified,

As per the data analysis and normalization, the integration of Payment Gateway to the concerned department initiated. After successful testing of the project, it was deployed to the web server. After deployment, training, information brochure & publicity have been imparted to the concerned department or by the concerned departments for the users

(iii) Roll out/implementation model,

The Payment Gateway Services has been implemented to all concerned departmental portal which receives payment from the citizen manually on the requirement basis. Till now it has implemented to Registration Department, Commercial Taxes Department, Transport Department, Jharkhand Combined Entrance Competitive Examination Board Department, PayOnline and many more departments are in the pipeline to integrate this service.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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

Disseminated through workshops, advertising, word of mouth, Information to Govt. Departments, Media, Publication

5. **Technology Platform used-**

(i) Description,

Payment Gateway Integration fit for all types of Platforms used by the client application.

(ii) Interoperability

It can interoperability with any kind of technology

(iii) Security concerns

All the security norms has been followed by NDML.

(iv) Any issue with the technology used

Technology used has no issues so far

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

For Payment Gateway Service, Govt. of Jharkhand made agreement with NDML(NSDL Database Management Limited) to integration and deliver the Online Payment related services for the departments of Govt. of Jharkhand.

6. **Demonstrate innovative use of ICT for development** (Give details about use of new and emerging technology, innovative usage of ICT for process change to improve quality of the life/ organizational effectiveness, relevance of technology to provide the service #)

NDML on behalf of DIT have created a common infrastructure that can be used by States/Departments to offer various services through their portals with a facility to make online payment using following:-

- Net Banking
- Debit Cards
- Credit Cards

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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

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

This service provides the transparency, time saving, queue less for the citizen. Now a days if people are unaware of the online payment system, they can use their doorstep Pragya Kendra Offices to execute their online payment system.

(ii) Feedback/grievance redressal mechanism,

Online feedback and grievance redressal mechanism is available in 24x7 basis.

(iii) Audit Trails,

NA

(iv) Interactive platform for service delivery,

It can be used in an interactive manner for service delivery.

(v) Stakeholder consultation

Departments of State Government.

8. **Adaptability and Scalability** (Give details about Local language support, ability to leverage shared Government infrastructure, Standardization of technology used (hardware, software, application etc. #)

Government infrastructure has been used.

9. **Adaptability Analysis**

(i) Measures to ensure adaptability and scalability

This system is very cost effective which provides single platform for the state of Jharkhand. Any department those who would like to integrate with this platform they may save their time and cost for developing their own application for the same. Simply, by using few steps and guidelines, they can integrate their system with our Payment Gateway and delivers the desired online payment services to the citizen. In this way we can say that our system is very cost effective , useful and single window system for any Govt. services.

(ii) Measures to ensure replicability

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

It is being measured for the replication.

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

No restrictions

(iv) Risk Analysis

Different kinds of risk scenario has been analyzed. Accordingly, measures have been taken.

10. **New Models of Service Delivery** (Give details about type of partnership model use, Links to/Supported by Public/Private Organization Links provided to relevant websites etc. #)

Department of Information Technology, Govt. of Jharkhand has introduced and implemented the Common Payment Gateway System in the year 2013 for various Departmental web based Applications which delivers online services to the citizen at their door steps. Payment Gateway System has been Provided by National Database Management Ltd., a subsidiary of National Securities Depositories Limited and fees determined by GOI & RBI .Payments possible through Netbanking on 67 banks or through credit/debit cards or other.

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

(i) Volume of transactions processed

Department	Live Since	This Month(Till 21st August)		Cumulative Report Till 21 st August 2014	
		Transactions (Nos.)	Transaction (Amt in Rupees)	Transactions (Nos.)	Transaction (Amt in Rupees)
Registration Department	28-Sep-13	534	1,10,567	5,669	3,16,34,120
Commercial Taxes Department	14-Nov-13	1,089	430,56,747	10,205	27,49,65,398
Transport Department	14-Nov-13	25,380	792,71,121	1,89,317	59,57,27,402
Exam Board Department	22-Mar-14	0	0	30,738	1,51,71,325

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

PayOnline	26-Mar-14	49	27,41,551	155	89,51,226
Total		27,052	1251,79,986	2,36,084	92,64,49,471

(ii) Coping with transaction volume growth

As mentioned in above table.

(iii) Time taken to process transactions,

As mentioned in above table

(iv) Accuracy of output,

Based on the speed of the Internet connection

(v) Number of delays in service delivery

Based on the speed of the internet connection

12. 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,

Information is complete

(iii) Accessibility (Time Window),

The service is web based therefore it is open all the time

(iv) Distance required to travel to Access Points

An internet connection is only required. At home the service can be accessed.

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

Facility for online/offline download and online submission of forms available in respective departmental web application. Direct print facility is also available. Information can be send to users email, mobile etc.

(vi) status tracking

Enabled

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

13. **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. #))

To make the service sustainable the provision for updation of data by all the concerned department has been made. This will provide the relevant information to the citizens.

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

Government and Non Government organizations are now using the Payment System to receive the taxes, fees etc.

(ii) To citizen

For citizen it is available in 24x7.

(iii) Other stakeholders

For other stakeholders MIS and others easily available through which they can manage whole services.

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):

Government to citizen, Government to Government, Government to Business.

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

Manual approach is just a haphazard way to pay the taxes, fees and others in this technology era. With the manual process, there was lots of risk and time consuming process.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

Online Payment System is given omnibus platform to receive all kinds of payment and full details of payment available with online application. Details of Min & Max amount of secure transaction done through Payment Gateway is as below:-

Department	Live Since	Min Transaction (Amt in Rupees)	Max Transaction (Amt in Rupees)
Registration Department	28-Sep-13	2	18,01,320
Commercial Taxes Department	14-Nov-13	2	25,39,791
Transport Department	14-Nov-13	25	6,11,918
Exam Board Department	22-Mar-14	Fix amount	Fix Amount
PayOnline	26-Mar-14	2	5,00,000

17. Other distinctive features/ accomplishments of the project:

- Fees determined by GOI & RBI
- No need to go to bank or treasury & no fear of payments being missed.
- It will make system easier for plan formulation, execution, evaluation of developmental works

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