

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,
Since the application is web based user does not need to go any place or help center to submit the form, so no help centers were required. However to solve queries and frequently asked questions of applicants, help center services were provided by setting up call center helpline.

(ii) Number of delivery centres : Not applicable

(iii) Geographical

(a) National level – Number of State covered- not applicable

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

(c) District level- Number of Blocks covered – NA

Please give specific details:-

(iv) Demographic spread (percentage of population covered)

1. Students(Apprx. 20 lakh per year)
2. Teachers(Apprx. 92,000)
3. Schools(Apprx. 16,000)
4. District Education Offices(Apprx. 300)
5. Employees (Apprx. 500)
6. Previous years students Data (Apprx. 1 crore)

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

Constraints and challenges that were faced before the initiative are as follows:

1. Manual filling up of forms and fees for applications such as school registration, new school application, teacher registration and student

- registration.
2. Manual verification of all the necessary documents for the above mentioned applications.
 3. There was no transparency in the process of approval of these applications.
 4. People had to wait in queue for hours for submitting their application form.
 5. Many people had to come from other far districts to Gandhinagar to fill the application form.

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 #)

New class application, New School Application and School Registration – For School

Student Registration – for Student.

Admin- For GSHSEB administrative staff

All the applications from school registration, new school application, teacher registration to student registration have been e-enabled.

4. Strategy Adopted

- (i) The details of base line study done,
More than 6 months of study has been done to ensure the exact required and build base for the project for GSHSEB
- (ii) Problems identified,
Due to lot of human interventions, most of the applications were not timely cleared. Moreover many applications have lost and fees collection amount was not correctly tallied.
- (iii) Roll out/implementation model.
The proposed model for implementation was a fully online application for application to approval through online workflow of application and notification for pending applications via mail and various MIS reports.
- (iv) Communication and dissemination strategy and approach used.):
Most of the communication and disseminations were done through meetings with all the stakeholders, however in some cases telephonic and email communications were also used.

5. Technology Platform used-

- (i) Description,

- Windows 2003 or 2008

- **VS 2008 , VS 2010 or above**
- **SQL server 2008 R2 or above**
- **Framework 2 or above**
- **Telerik components**
- **JavaScript**
- **JQuery**
- **Mentis 1.2.15 for bug tracking**

(ii) Interoperability

- **Service Oriented Architecture**
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(iii) Security concerns

Privacy of passwords of schools.

(iv) Any issue with the technology used
No.

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

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 #)

Web applications were used to enable the user to fill the application forms, this ensured that the user can fill the form from anywhere in the world without being physically present at the GSHSEB Gandhinagar. This saved lot of time, and problems faced by the user.

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

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

Drastic reduction in effort, time and cost for the users in filling the form

- (ii) Feedback/grievance redressal mechanism.
Call center support and help document with FAQ section to help the user as well as solve their grievance.
- (iii) Audit Trails
All the updates and deletes are stored in audit log audit purpose.
- (iv) Interactive platform for service delivery.
Rich Graphical web based user interface, so that the user can easily and conveniently from anywhere.
- (v) Stakeholder consultation
The main goal of education board is, Quality Education & facilitate the stake holders i.e. Students, Teachers, Schools, Boards' Employees, etc. In this regard, GIPL was entrusted to make a detailed study of Board activities & processes across departments for enhancements & automation by use of IT/ITES

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

The help of GSHSBE staff was taken to generate Gujarati language help documents and other related information that will help users to easily fill the applications.

Also local news papers were advertised for the timing and final submission of applications.

9. **Adaptability Analysis**

(i) Measures to ensure adaptability and scalability

All the applications are web application and browsers based and all effective measures are taken to ensure adaptability with different browsers and scalability of the application.

(ii) Measures to ensure replicability.

In case of requirement of replicability, daily backup was taken.

(iii) Restrictions, if any, in replication and or scalability
No.

(iv) Risk Analysis

For all the application exception queries and risk analysis was done so as to ensure the factors that may cause inconsistent data or any malfunction in the application.

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. #)

The model of service delivery was a partnership between GSHSEB and GIPL for training the staff and schools on how to do application. Moreover how the different resources are allocated and reports are generated and other related information was provided by staff of GSHSEB

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

(i) Volume of transactions processed

In Crores.

(ii) Coping with transaction volume growth

Daily db validation through exception query,
Performance tuning of queries for speedy transaction.

(iii) Time taken to process transactions.

Not applicable.

(iv) Accuracy of output,

99.99 percent

(v) Number of delays in service delivery

Max 1-2 days based on approval of changes by GSHSEB.

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

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

The schools were able to fill teachers and students forms and applications through web application.

The GSHSEB administrative staff and DEO receives daily update and reports of the applications done and pending via email as well as SMS.

(ii) Completeness of information provided to the users,

All the necessary information required to fill the form were provided in the help document online along with the applications, moreover important instructions and dates for filling the form were provided via circulars to schools as well as advertisements in local news papers, and trainings were provided to schools through BISAG.

(iii) Accessibility (Time Window),

<http://sscexamreg.gseb.org> (For Specific Period)
<http://hsceexamreg.gseb.org> (For Specific Period)
<http://hscsciexamreg.gseb.org> (For Specific Period)
<http://nsa.gseb.org> (For Specific Period)
<http://nsadeo.gseb.org> (Live)
<http://approval.gseb.org> (Live)
<http://schoolreg.gseb.org> (Live)
<http://teacherreg.gseb.org> (Live)
<http://nca.gseb.org> (For Specific Period)
<http://ncaapproval.gseb.org> (Live)
<http://admin.gseb.org> (Live)
<http://studentserv.gseb.org> (Live)
<http://ssapproval.gseb.org> (Live)
<http://gujcet.gseb.org> (For Specific Period)

(iv) Distance required to travel to Access Points.

The user only needs to travel to get to the nearest computer with internet connectivity.

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

Only online submission of the forms is allowed.

(vi) status tracking

The schools, teacher and students can check the status of their application through online website, as the status is pending, in-process, approved and rejected.

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. #)

All the user passwords are encrypted.

Moreover only schools have right to view/edit information of teacher and student.

14. Result Achieved/ Value Delivered to the beneficiary of the project-(share the results, matrices, key learnings, feedback and stakeholders statements that show a positive difference is being made etc):

1. Students (Apprx. 20 lakh per year)
2. Teachers (Apprx. 92,000)
3. Schools (Apprx. 16,000)
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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):

1. Medium wise, subject wise student count report.
2. Answering language, wise subject wise student count report.
3. School Building Information.
4. School History Report.
5. School status Report,
6. School and Staff information.
7. School trust information

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

The application that was previous processed in months is now finished within weeks.

The accuracy of data has been increased substantially.

Unwanted human intervention has been eliminated.

The workflow for processing of application has been optimized for speedy processing of application.

17. Other distinctive features/ accomplishments of the project:

1. Successful implementation of Student Registration since the last 3 years
2. Complete paperless registration of Students for SSC, HSC Science and HSC General.
3. Timely and efficiently processing of application

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