

# AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

## NAME OF CATEGORY- INNOVATIVE USE OF ICT BY STATE GOVERNMENT PSUs'/ COOPERATIVES/ FEDERATIONS/SOCIETIES

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

(i) Comprehensiveness of reach of delivery centres,

**All Districts of Bihar (Rural & Urban Both area).**

(ii) Number of delivery centers

**9 Divisional units for the entire state of the Bihar.**

(iii) Geographical

(a) National level – Number of State covered

**1**

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

**38**

(c) District level- Number of Blocks covered

**530**

Please give specific details:-

**All blocks of Bihar.**

(iv) Demographic spread (percentage of population covered)

**100% population of Bihar**

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

**Pathetic Condition before the initiative in respect of Infrastructural development.**

3. **Scope of Services/ Activities Covered** (Relevance of choice of application for clients/ PSU, extent of e-enablement in terms of number of processes/services, extent to which step in each service/process have been ICT- enabled #)

**Web based mechanisms & innovative, advanced electronic equipment's**

4. Strategy Adopted

(i) The details of base line study done,

**Implementation of complete online maintenance, monitoring & control system through Project Management Information System (PMIS), Government Financial Accounting System (gFacts) .**

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(ii) Problems identified,

- 1. To establish organizational set up in all district of Bihar for proper implementation of various project under limited resources.**
- 2. Environmental Protection along with protection of aquatic life during implementation of major projects like Agriculture College Kishangaj .**
- 3. To insure the availability of land for implementation of different projects spread in all blocks of Bihar by maintaining the timeline.**
- 4. To maintain the payment schedule to the construction agency for maintain the timeline and progress was great challenge particularly in the Govt. Sector.**

(iii) Roll out/implementation model,

**Proper coordination with higher authority and govt., adopting the different environmental norms, coordination with Department and beneficiary in Society**

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

**To ensure the quality of work to being executed in whole Bihar was the great challenge. This challenge was overcome by following way**

- a) Using Project Management Information System (PMIS).**
- b) Using e-Monitoring System i.e. online live telecast from site to the Headquarter Design wing was very helpful for maintain the construction particularly RCC structures situated in seismic zone IV & V.**
- c) Establishing the laboratory at each construction site having cost more than 2 Cr. For regular testing the construction materials particularly concrete, reinforcement, bricks etc.**
- d) By surprise visit by quality assurance team at each site.**

5. **Technology Platform used-**

(i) Description,

**Web based technology such as, IP-based technology, application programming interfaces (APIs) and software development kits (SDKs), .NET Framework, MS SQL (Database**

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**maintenance & storage), AutoCAD, Structural design like STADD,E-TAB,SAP,SAFE etc. mobile and tablet based applications.**

(ii) Interoperability

**Synchronous and Asynchronous Web Services for Integration, Enhancement of the Project.**

(iii) Security concerns

**Cryptography and role-based security. Bio metric & Retinal Identification**

(iv) Any issue with the technology used

**No.**

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

**Deployment, Performance, Availability, Change Management & server consolidations.**

**6. Enhancement of Productivity** (Give details about impact on volume of transactions handled per employee, Productivity of machines/ resources#)

**Adopting on line e- governance system and use of latest technology in implementation of projects based on zero base time line.**

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

(i) Volume of transactions processed,

**All transactions are done through e-mode and Net Banking.**

(ii) Coping with transaction volume growth

**By proper monitoring and periodical on line and physical review.**

(iii) Time taken to process transactions,

**Zero time line based.**

(iv) Accuracy of output,

**100%**

(v) Number of delays in service delivery

**Nil.**

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8. **Service Delivery** – Business/ Client Centricity (Give details about improvement in interaction with clients and outcome for clients, relevance of access points, Length and Breadth of services provided online etc. #)

**All clients is connected with Project management Information system and they were communicated with all activity instantly.**

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

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

**Positive Impact in overall growth of the organization**

(ii) Feedback/grievance redressal mechanism,

**By periodical review, meeting & questionnaire**

(iii) Audit Trails,

**Positive Impact**

(iv) Interactive platform for service delivery,

**Yes,**

(v) Stakeholder consultation

**Yes**

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

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

**Web (<http://bsbccl.bih.nic.in>),( <http://bsbccl.bih.nic.in/PMIS>) email & SMS**

(ii) Completeness of information provided to the users,

**Automated report generation, auto e-mail & SMS generate to end users.**

(iii) Accessibility (Time Window),

**Yes, always**

(iv) Distance required to travel to Access Points

**Yes, sometimes**

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

**Online download and submission of Project Information.**

(vi) status tracking

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**Status tracking by on line project management information system (PIMS) & GPS Locator using Longitude and Latitude.**

**11. Innovation** (Give details on how the usage of technology is exemplary, any use of new and emerging technology, impact on number of steps required, identification and removal of bottlenecks/ Irrelevant steps etc. #)

**Our project we have implementation of Retina verification for financial transaction.**

**12. Defined and Achieved outcomes** (Give details about extent of improvement in terms of organizational objectives, output targeted in the beginning of the project and output achieved, extent to which the project is able to reach/ fulfill the requirements of planned beneficiaries etc. #)

- 1. Proper coordination with higher authority and govt.**
- 2. Adopting the different environmental norms like GRIHA and Study of Biodiversity before starting the Project.**
- 3. To insure the availability of land coordination with DM, Client Department and beneficiary in Society.**
- 4. To maintain the payment schedule to the construction agency for maintain by the proper coordination and cordial relation with client department by getting positive support by Board of Directors.**
- 5. To ensure the quality of work to being executed in whole Bihar by following way**
  - e) Using Project Management Information System (PMIS).**
  - f) Using e-Monitoring System i.e. online live telecast from site to the Headquarter Design wing was very helpful for maintain the construction particularly RCC structures situated in seismic zone IV & V.**
  - g) Establishing the laboratory at each construction site having cost more than 2 Cr. For regular testing the construction materials particularly concrete, reinforcement, bricks etc.**
  - h) By surprise visit by quality assurance team at each site.**

**13. Sustainability** (Give details about sustainability w.r.t. technology (technology used, user privacy, security of information shared- Digital Signature/ Encryption etc.

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#), Organization (hiring trained staff, training etc#), financial (Scope for revenue generation etc. #)

**We always prefer to adopt innovative technology to sustain. Use of digital signature for on line transaction and for financial transaction we use thumb and retinal impression. We organize training program & workshop for updating and adopting new and innovative technologies at regular interval.**

### 14. Adaptability Analysis

(i) Measures to ensure adaptability and scalability

**We organize training program & workshop for updating and adopting new and innovative technologies at regular interval.**

(ii) Measures to ensure replicability

**By periodical review and monitoring.**

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

**Sometimes older employees resist adopting new technology. Otherwise employees of younger generation adopt easily innovative ideas.**

(iv) Risk Analysis

**Reviewing and monitoring by organizing meeting, interview and questionnaire.**

15. **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

**The organization productivity increases and costing minimized.**

(ii) To citizen

**The government planned schemes reach in real time to the citizen.**

(iii) Other stakeholders

**They also get benefited in various ways simultaneously**

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**with the growth of the organization & society as well**

16. 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**

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

**Earlier System based upon manual process, more man power dependent, and more time consumption, very slow with error.**

**But Now emerging of new technology based on web .It is fast, more durable, less time consumption, man power resource try to reduced, communication is the fast.**

18. Other distinctive features/ accomplishments of the project:

- 1. Synchronization of information about project from various divisional units in to one palace.**
- 2. GPS tracking approach to all project implementation location on Map.**
- 3. Project financial transaction is verified through Retina verification technology.**

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