

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF
e-GOVERNANCE INITIATIVES

IX. NAME OF CATEGORY- 'INNOVATIVE USE OF ICT BY CENTRAL GOVERNMENT PSUs'

Project Name: Retried Employee Information System

1. Coverage—Geographical and Demographic:-

(i) Comprehensiveness of reach of delivery centres

1. It caters to retired employees (5229 nos. as on 17-July-2013) and their dependent family members of the organization.
2. It has helped officials of the organization in providing services to the retired employees.

(ii) Number of delivery centre's:

The website is available to all the retired employees of the organization over internet.

(iii) Geographical

(a) National level—Number of State covered

Pan-India

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

Pan-India

(c) District level- Number of Blocks covered

Pan-India

Please give specific details:-

(iv) Demographic spread (percentage of population covered)

The website can be browsed from anywhere on internet.

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

1. The retired employees after leaving the organization were finding it difficult to get retirement related information from the organization.
2. The options available to them were to send letters, emails or make phone calls to get the information.
3. There was no forum for grievance redressal mechanism.
4. To get the medical report they had to visit the hospital after giving blood sample.
5. There was no method for updating the latest contact information by the employees.

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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#)

It serves as an e-gateway to welfare measures of the organization. Important information related to family benefit schemes, relevant rules, required formats and details of medical claim scheme are all available at single forum. Employees can make online payment of for their medical insurance payment. Separated Employees and their dependents availing medical benefits at corporate hospital viz. Visakha Steel General Hospital can view their details such as doctor's prescription and report of diagnostics tests done. There is also facility to post query and feedback along with intimation about change of contact details. Individuals can also have access to In-house magazines and latest press releases.

4. Strategy Adopted

(i) The details of baseline study done,

As Existing manual process were studied in detail. Areas for improvement were identified. It became apparent that making the information and services online will benefit the retired employees. It was decided to make relevant forms and data online. The forms of entering the query and grievance were designed. The online system to make payment of life insurance amount by connecting to payment gateway. To enable them to see their medical related information was decided. To give them online application for entering their latest contact details. Feedbacks from a few prospective users were taken into account during the design phase.

(ii) Problems identified,

There was no web platform identified for hosting the online applications. The database for the relevant information was not available in the internet server. The different variety of information like grievance, medical data, insurance and contact information had different authorities. The all have to be brought under common governance model. These were some of the problems identified.

(iii) Roll out/implementation model

It was deliberated to use the ASP and MS-SQL platform for creating a website for the retired employees. It was decided to create a bridge for transferring data from the LAN server to a server placed in DMZ. All retired employees will be given user id and password to access different services made available to them.

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

The system was designed after wide discussions with Welfare Section and Retired Employees. The system after launch was given wide publicity through various medium of communications, i.e. corporate website, newspaper and in-house Magazines. Initiatives to publicize the newly introduced service have been taken through advertisement of the same in all possible manner. The link of the same has been prominently provided in the home page of the corporate website.

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5. **Technology Platform used-**

(i) Description,

- **Server Environment:** Windows 2008 R2(64 bit) - IIS 7.5(Application Server)
- **Programming Language:** Microsoft ASP
- **Database:** Microsoft SQL Server R2
- **Client-side:** HTML, JavaScript, CSS, JQuery

(ii) Interoperability

The Application developed and hosted on the web server is accessible from all possible web browser. It is easy to view the website from Internet Explorer, Opera, Chrome, Firefox and Safari from any operating system. It is also viewable from mobile devices. Once the user logons into the system then the all the services are available to them seamlessly.

(iii) Security concerns

The web application, in order to provide tighter security, is delivered through secure HTTP (HTTPS) protocol. In its popular deployment on the internet, **HTTPS** provides authentication of the web site and associated web server that one is communicating with, which protects against man-in-the-middle attacks. Additionally, it provides bidirectional encryption of communications between a client and server, which protects against eavesdropping and tampering with and/or forging the contents of the communication. In practice, this provides a reasonable guarantee that one is communicating with precisely the web site that one intended to communicate with (as opposed to an imposter), as well as ensuring that the contents of communications between the user and site cannot be read or forged by any third party.

The web application requires users to be authenticated by providing unique combination of user ID and password and thus is effective in filtering out the non-authorized users to access the service.

iv) Any issue with the technology used

The technology is stable and proven technology. It is time tested and has been used widely without any issues.

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

The server is kept in the de-militarized zone having redundant power supply and bandwidth connection to ensure 99.99% uptime. Service level commitments made with the internal dept as per standard practices.

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

The Earlier concerned retired employees have to come to the organization premises to any query or request for change. It used to cause huge inconvenience to old aged retired employees. Now they can be at their place. Implementation of Retired Employees Information System has not only brought ease but also speed in whole process. For example, collecting reports of diagnostics tests conducted, earlier they have to come to hospital in person. Now they can view the same on internet at much earlier time.

The Retired Employees Information System saves a lot of time and energy of the users by providing them round the clock access to their information at their fingertips.

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

- (i) Volume of transactions processed
- (ii) Coping with transaction volume growth
- (iii) Time taken to process transactions:
- (iv) Accuracy of output
- (v) Number of delays in service delivery

- (i) More than 10000 hits per day from more than 500 unique users per day.
- (ii) Till now the volume has been easily manageable.
- (iii) The payment gateway enabled transaction is getting completed in 1-2 minutes. All other links gives information in less than 2-3 seconds.
- (iv) The output is accurate to the extent of 100 %.
- (v) No delay

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.#)

The complete design of the system is retired customer centric. The system was envisaged with prime goal of improving employee service and satisfaction. The online e-gateway provided by the system has been instrumental in bringing all services to a single forum. It ultimately brings a lot of ease to retired employees.

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

- (i) Impact on effort, time and cost incurred by user,
- (ii) Feedback/grievance redressal mechanism,
- (iii) Audit Trails,
- (iv) Interactive platform for service delivery,
- (v) Stakeholder consultation

- (i) The effort, time and cost incurred has considerably reduced for the retired employees.
- (ii) The feedback mechanism has been put in place in the web application.
- (iii) The audit trails has been put in place in the web application.
- (iv) The platform has been interactive and the retired employees can give feedback and post queries to the officials.
- (v) The stakeholders which includes organizations personnel department, medical

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

- (i) Service delivery channels (Web, email, SMS etc.)
- (ii) Completeness of information provided to the users,
- (iii) Accessibility (Time Window),
- (iv) Distance required to travel to Access Points
- (v) Facility for online/offline download and online submission of forms,
- (vi) status tracking

- (i) The service delivery channel is from the web browsers and through mobile devices.
- (ii) The information kept in the Retired employees information system is updated at all the time.
- (iii) The information kept in the Retired employee's information system is available at all the time.
- (iv) The Retired employee's information system can be accessed from any computer or a mobile device having internet connection.
- (v) The Retired employee's information system can be accessed from any computer or a mobile device having internet connection
- (vi) The Retired employee's information system status can be tracked by login into the system Personnel department. The health of the system is monitored by IT department with various tools and devices.

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. #)

The core idea of the system is in simplification and easing of the process related to retired employees. The use of IT has made interactions faster and smarter, resulting in improved service. The lead time in all process like update in contact details and availability of latest formats have come down significantly.

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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.)

The project was initiated with a clear and defined goal of improving the services to retired employees. The amount of response and positive feedbacks received has been a yardstick of the success and achievement of goals of the project.

13. **Sustainability** (Give details about sustainability w.r.t. technology (technology used, user privacy, security of information shared- Digital Signature/ Encryption etc.), Organization (hiring trained staff, training etc.), financial (Scope for revenue generation etc. #)

Privacy of users and security of data has been envisaged from the initial design phase. All important private information and transactions are done only on secure Login provided to individuals

14. **Adaptability Analysis**

- (i) Measures to ensure adaptability and scalability
- (ii) Measures to ensure replicability
- (iii) Restrictions, if any, in replication and or scalability
- (iv) Risk Analysis

The system is easily scalable and adaptable as new services can be easily added to the existing system.

- (i) All suitable measures have been taken to ensure adaptability and scalability.
- (ii) Suitable measures have been taken to ensure replicability.
- (iii) None
- (iv) Risk Analysis done and risk reduced to minimum. Risk Mitigation plans prepared and implemented to ensure smooth functioning of the system.

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

The earlier manual system was time taking and tedious. So the change management issues were not problematic for implementing this system. The system has benefited all the stakeholders. Personnel department does not have to maintain staff for catering to the services to the retired employees.

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

(i) **To organization**

The processing time for all processes was reduced significantly. A lot of important information is made available on click of mouse like status of med-claim, posting of query, availability of all medical record with prescribed medicines and test results.

(ii) **To citizen**

Earlier these processes use to take some time. Feedback received from the users has been encouraging and motivation for further improvement in the system. Post retirement investment guidance section has been included on feedback.

17. 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):

This System has benefited to approx 6000 retired employees of the organisation and their dependent family members. This number is increasing every month.

18. Other distinctive features/ accomplishments of the project:

1. Payment of medical insurance premium.
2. Updated contact details of retired, due to online option to update the details.
3. Online mechanism for posting grievance in the website.
4. Viewing of medical test reports for the samples submitted in Organizations hospital.

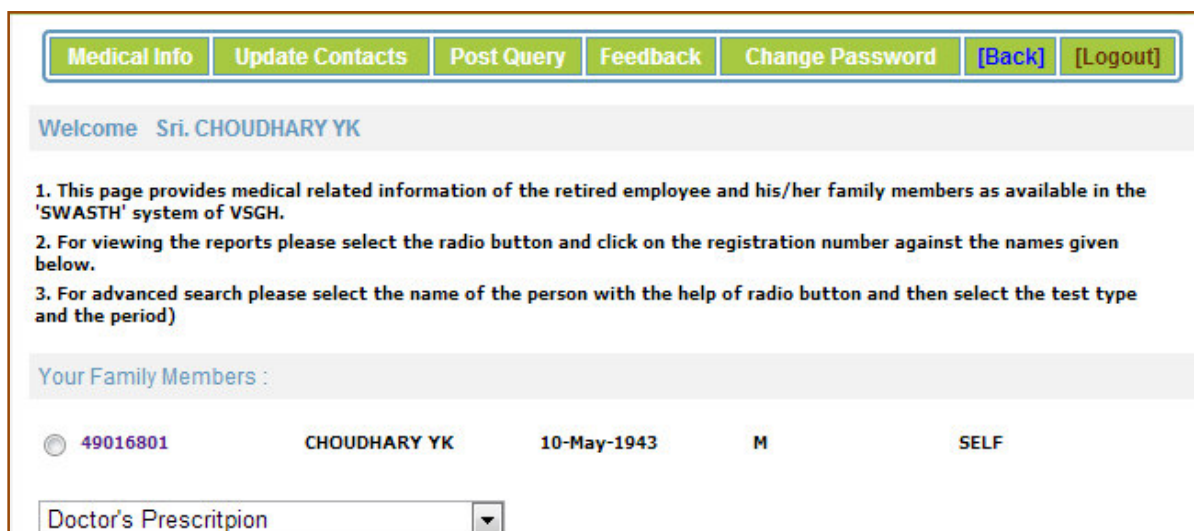
Annexure to Application form for National Award for eGovernance 2014-15

Screen-Shots of few important features of *Retired Employees Information System* of *Rashtriya Ispat Nigam Limited*

1. Home Page with all navigation link and provision for Login to access Personal Medical data for self & dependents.



2. Home page after successful login with menu at top. A complete list of dependent family members is given here.



3. In Doctors Prescription complete listing of drugs with dosage, frequency, etc. is displayed.

Prescription All

Information Centre for Reg No. 49016801
Welcome

Date Of Birth **CHOUDHARY YK** Sex **10/05/1943**

Reg Dt	Name of Drug	Dosage	Frequency	Duration	Total Qty	Reg Op
29/06/2013	BEPLEX PLUS TAB	1	1	30	30	SURGICAL OPD
08/04/2013	ATORVASTATIN 10MG TAB	1	1	30	30	MEDICAL OPD
20/03/2013	LIV 52 TAB	1	2	15	30	SURGICAL OPD
20/03/2013	BEPLEX PLUS TAB	1	1	30	30	SURGICAL OPD
20/03/2013	CLOBETASOL PROPIONATE 0.05%+SALICYLIC ACID 6.50% OINTMENT 20 GMS	1	2	5	2	SURGICAL OPD
20/03/2013	DIOLENI GEL 30GM.	1	1	1	1	SURGICAL OPD
20/03/2013	ACECLOFENAC 100 MGS TAB	1	2	10	20	SURGICAL OPD

4. In Diagnostics Test Report complete test analysis with values and units is displayed

Routine all

Reg No. 49016801
Welcome CHOUDHARY YK

Date Of Birth **10/05/1943** Sex **M**

Test Date	Test	Value	Unit	Remarks	Advice Date	OP Desc
02/07/2013	Urine M/E - Casts	Nil			22/05/2013	SURGICAL OPD
02/07/2013	Urine M/E - Crystals	Nil			22/05/2013	SURGICAL OPD
02/07/2013	Urine M/E - Epithelialcells	OCC	hpf		22/05/2013	SURGICAL OPD
02/07/2013	Urine M/E - Puscells	OCC	hpf		22/05/2013	SURGICAL OPD
02/07/2013	Urine Sugar	Nil			22/05/2013	SURGICAL OPD
02/07/2013	Urine Albumin	Nil			22/05/2013	SURGICAL OPD
02/07/2013	Erythrocyte Sedimentation Rate (ESR)	24	mm/1st hour		22/05/2013	SURGICAL OPD
02/07/2013	Monocytes	00	%		22/05/2013	SURGICAL OPD

5. In case of any query the retired employees can post them to get reply.

Medical Info	Update Contacts	Post Query	Feedback	Change Password	[Back]	[Logout]
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Post Your Query

Name	CHOUDHARY YK
Subject	<input type="text"/>
VSP Department	<input type="text"/>
Query	<div></div>
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	

6. Retired Employees are encouraged to provide their feedback for continuous improvement.

Medical Info	Update Contacts	Post Query	Feedback	Change Password	[Back]	[Logout]
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Feedback

Name	CHOUDHARY YK
Title	<input type="text"/>
Message	<div></div>
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	

7. Compete information regarding mediclaim facility is listed. Links may be clicked for details

<ul style="list-style-type: none"> ▶ Login ▶ Press Releases ▶ Mediclaim ▶ Rules & Circulars ▶ Application Formats ▶ Investments ▶ Health is Wealth ▶ Contact Us ▶ Disclaimer <p style="text-align: center;">Ukkuvani</p> 	<h2>Mediclaim</h2> <ul style="list-style-type: none"> ▪ Group Mediclaim Insurance Coverage Scheme for Retired Employees and their Family ▪ Group Mediclaim Insurance Policy Coverage ▪ Application for Enrolment as member in Group Mediclaim Scheme ▪ Procedure for claims in Group Mediclaim Insurance ▪ List of ex employees who have enrolled for Mediclaim for 2013 - Singles ▪ List of ex employees who have enrolled for Mediclaim for 2013 - Couples ▪ Group Mediclaim Insurance Scheme FAQs ▪ Booklet from Insurance company ▪ Letter to the Members
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8. Rules and Circulars relevant to retired employees and at the time of retirement are listed.

<ul style="list-style-type: none">▶ Login▶ Press Releases▶ Mediclaim▶ Rules & Circulars▶ Application Formats▶ Investments▶ Health is Wealth▶ Contact Us▶ Disclaimer <p>Ukkuvani</p> 	<h3>Relevant Rules & Circulars</h3> <ul style="list-style-type: none">▪ Travelling Allowance Rules▪ House Rent Allowance Rules▪ Leave Encashment Rules▪ Medical Attendance and Treatment Rules▪ House Allotment Rules▪ Provident Fund Rules▪ Final Settlement of Dues of Retiring Employees Rules▪ RINL Employees Superannuation Benefit Fund▪ Employees' Family Benefit Scheme▪ Farewell to Retiring Employees▪ Pre-Retirement Medical Check-up for Employee And Spouse
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9. All relevant Application formats linked to NEFT payments, etc. are listed here.

<ul style="list-style-type: none">▶ Login▶ Press Releases▶ Mediclaim▶ Rules & Circulars▶ Application Formats▶ Investments▶ Health is Wealth▶ Contact Us▶ Disclaimer <p>Ukkuvani</p> 	<h3>Application Formats</h3> <ul style="list-style-type: none">▪ NEFT Payment Format▪ ECS Mandate Format▪ Change of Address Information Format▪ Application for encashment of EL/HPL▪ Application for Gratuity▪ Application for Medical Record-cum-Identity Book▪ Application for final settlement of P.F.▪ Application for Travelling Allowance for the place of settlement on superannuation▪ Performa of certificate TA availed after superannuation▪ Performa of Unconditional Authorization
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10. Presentation and other linked health related materials are placed

<ul style="list-style-type: none">▶ Login▶ Press Releases▶ Mediclaim▶ Rules & Circulars▶ Application Formats▶ Investments▶ Health is Wealth	<h3>Health is Wealth</h3> <ul style="list-style-type: none">▪ Psychological Aspects Of Retiring- A▪ Psychological Aspects Of Retiring- B▪ Psychological Aspects Of Retiring- C
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11. All retirement function photographs are updated regularly in Photo Gallery Section.



12. Contacts Details of Relevant Senior Officers.

<p>▶ Login</p> <p>▶ Press Releases</p> <p>▶ Medicclaim</p> <p>▶ Rules & Circulars</p> <p>▶ Application Formats</p> <p>▶ Investments</p> <p>▶ Health is Wealth</p> <p>▶ Contact Us</p> <p>▶ Disclaimer</p> <p>Ukkuvani</p> 	<h3>Contact Us</h3> <ul style="list-style-type: none">• Mr. T Sunder, GM(Proj & CC & NW) Mobile No: 9849645196 , Email Id: tsunder@vizagsteel.com• Mr. Debasish Ray, GM(Pers)- Works Mobile No: 9866193392 , Email Id: debasishray@vizagsteel.com• Ms. V Padmavati, DGM(P) - EE Mobile No: 9866103462 , Email Id: padmavati@vizagsteel.com• Mr. K Sanjeeva Rao, AGM(P) - Welfare Mobile No: 9989788849 , Email Id: ksanjeevarao@vizagsteel.com• Mr. K M Rao, AGM(P) - Proj Mobile No: 9866118749 , Email Id: madhu_kavuri@vizagsteel.com
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