AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

NAME OF CATEGORY- BEST DISTRICT LEVEL INITIATIVE IN CITIZEN CENTRIC SERVICE DELIVERY THROUGH ICT:

1.   Coverage – Geographical and Demographic :-
(i) Comprehensiveness of reach of delivery centres,

All court rooms of the revenue magistrates in the district have been covered.

(ii) Number of delivery centres

9

(iii) Geographical
(a)National level – Number of State covered

1

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

1

(c) District level- Number of Blocks covered

9

Please give specific details:-

All revenue court works of Collector/SDM/Tehsildars

(iv)Demographic spread (percentage of population covered)

100%

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

The cause list had to be manually generated which now has been replaced by the use of the software and the cause list is available to the public through the district NIC portal

3. Scope of Services Covered(Number, extent and list of services made ICT enabled – extent to which a service is e-enabled may be one of the four criteria's (a) Service is requested through electronic means including mobile devices – Front-end is electronic, (b) Workflow/approval process is electronic, (c) Database is electronic/digitized, (d) Service delivery is electronic

Database is electronic/digitized

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. #)

All Revenue Magistrates in District, i.e., DM, SDM, Tehsildar

5. Innovations (Give details on the extent to which initiative/project is unique in purpose/goal, compared to other common e-governance projects , give details about the new processes / new activities, new steps , ICT interventions, administrative process reforms, any use of new & emerging technology functionalities introduced into the system, identification & removal of any bottlenecks / give details irrelevant steps, Comparative with Original Project (Provide a comparative analysis about how is this project similar / different in services provided, design, functionality, technology, platform etc from the original project).

Earlier the details of all the revenue cases were recorded manually and the cause list of the same was being generated manually. Public had to reach the Collector/SDM/Tehsildar office to get the details of the causelist and the details of their case. This application has basically helped in recording the details of the cases electronically and the cause list are updated in the District NIC portal from where the details can be accessed by the public.

6. Strategy Adopted

(i) The details of base line study done,

Base line study was being done in the process carried out in the court rooms where the records were being manually maintained.

(ii) Problems identified,

Conventional hardcopy type process, all the details were handled in papers.

(iii) Roll out/implementation model,

Standalone databases were being created at different court rooms in order to capture the details.

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

7.   **Technology Platform used-**

  (i)   Description,

MS Access 2007

  (ii) Interoperability

(iii) Security concerns

> 1. Back up of data not available

(iv) Any issue with the technology used

> Nil

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

> None

8. Citizen Centricity & Relevance (Give specific details on the following#)

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

> Indirectly reduces the effort, and time incurred by the user as the effort and time spent in creating and accessing the cause list is reduced significantly.

(ii) Feedback/grievance redressal mechanism,

> Not applicable

(iii) Audit Trails,

> All the records of the entries done are recorded in the database

(iv) Interactive platform for service delivery,

> Through standalone application installed at various court rooms

9. Adaptability and Scalability (Give details about Local language support, ability to leverage shared NeGP infrastructure, Standardization of technology used (hardware, software, application etc. #), envisage future enhancements/plans)

> (i) Use of Unicode in development and in Data Entry in Hindi.
>
> (ii) In the future, there is a plan to introduce a common database across the district and a common web portal with a profile based login ID which will help in pulling out all the reports in various courts. For this the NeGP infrastructure can be used for successful implementation.

10. Adaptability Analysis

(i) Measures to ensure adaptability and scalability

> Sufficient training has been provided to personnel at courtroom to use the software. This when once up in the website can be used to display the details of the status cases for convenience of the

people.

(ii) Measures to ensure replicability

The developed software is a package and can be replicated.

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

None.

(iv) Risk Analysis

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

(i) Volume of transactions processed,

This has been effective since July 2014. All the details of the cases have been recorded electronically.

(ii) Coping with transaction volume growth

MS-Access database is being used for coping with transaction volume growth. Plan to shift to MYSQL database or Oracle database.

(iii) Time taken to process transactions,

Initially 30 mins per case and later on the update only takes 4-5 minutes.

(iv) Accuracy of output,

100%

(v) Number of delays in service delivery

Currently, the details being put up in the district NIC portal is not real-time. The cause-list is generated through the application and is updated in the district NIC portal on the days the courts are held.

12. Accessibility (Give details about how following has been enhanced: user accessibility, transparency in system, single-window resolution, ease of navigation; impact on service response time, number of visits required for accomplishing the task before and after automation, Communication e-mail, SMS, web based tracking, etc.#)

Earlier, public had to visit the Offices to get the details of the cases. Now the same is available as a Report in the website.

http://hoshangabad.nic.in/revcourt.html

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

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

   District NIC website is used to display the cause list of the cases in different revenue courts of the district.

   (ii) Completeness of information provided to the users,

   Registration Number, Case No, Name of Applicant/Non-applicant, Proceeding, Advocate, Upcoming Proceeding date, Upcoming hearing date

   (iii) Accessibility (Time Window),

   http://hoshangabad.nic.in/revcourt.html

   (iv)   Distance required to travel to Access Points

   Not applicable – Through website

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

   Online/Offline download facility is available

   (vi)   status tracking

   Menu option available for status tracking – Only at the user level

14. 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. #)

   Currently this has been developed only as a Standalone system

15. Ease of transaction(Give details about method deployed to educate user on how to avail service, security of data shared by user(if applicable), completeness of information provided, Linkages for financial processes (if applicable), etc. #)

   People are provided with information when they appear in court hearings. Proceeding details as mentioned in 13(iii) gives them the necessary information of the cases.

16. Appropriateness of context and degree of localization(Give details about degree of localization i.e. local language interface, database support etc. relevance of content, etc. #)

> Unicode has been used and therefore the details are available in Hindi.

17. Cost effectiveness (Give details about impact on cost incurred w.r.t. overhead cost, direct and indirect cost, man days/man hour required to do a job etc.#)

> Earlier in order to update the details and generate the cause list it took nearly 4 hours. Now the same is being updated in 20 mins and the cause list is generated with the click of a button.

18. Number of users and services(Give details about frequency of services used in last 01 year, number of visitors, number of unique visitors, number of users etc. #)

> All revenue cases in the court rooms of Collector/SDM/Tehsildars from July 2014 have been recorded in the system.

19. Benefits Accrued / Impact assessment (Give a comparative Analysis of pre- & Post- implementation in terms of (a) Service Access points, (b) service charges paid by user, (c) travel cost, (d) indirect cost incurred by user, (e) comprehensiveness of service/information provided, (f) distance required to travel, (g) mode of service delivery, (h) citizen charter (time to deliver the service), (i) Green e-Governance (power & paper consumption, disposal of e-Waste etc.), (j) revenue collection, (k) Capacity Building (No. Of persons trained) etc.)

> (a) Service Access points – All revenue courts in the district and District NIC portal
>
> (b) service charges paid by user – None
>
> (c) travel cost – Not applicable
>
> (d)indirect cost incurred by user – Internet Charges
>
> (e) comprehensiveness of service/information provided – As provided earlier in the manual process
>
> (f) distance required to travel- Not applicable

(g) mode of service delivery- Through Web

(h) Green e-Governance (power & paper consumption,

disposal of e-Waste etc.) – Reduce paper work in the manual generation of causelist as the data is now available electronically.

20. 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

Helps in organizing and planning the activities.

(ii)   To citizen

Transparency and easy accessibility of the causelist of the courts

(iii)   Other stakeholders

Reduced effort in pulling out the information as the data is already digitized.

21.   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 and G2C

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

Previously register was being used for registering cases in Revenue court and the reports were being prepared physically by inspection which was time consuming. Now all the details of the proceedings of the case are entered in the application and the report are generated easily