AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

II. NAME OF CATEGORY-'OUTSTANDING PERFORMANCE IN CITIZEN CENTRIC SERVICE DELIVERY'

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

> Entire District is covered under this project for online services through single window

(ii) Number of delivery centres

> 95

(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

> 7

Please give specific details:-

> Integrated Date Base created for online services like Pensions, Scholarships, Food Coupons, Caste Certificates and many other citizen welfare Schemes through a single window services.

(iv)Demographic spread (percentage of population covered)

> 99%

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

> Earlier all these services were decentralized and monitoring of all govt welfare schemes was not possible through a single window.

3. Scope of Service/ Activities Covered (Extent of e-enablement in terms of number of services, extent to which steps in each service have been ICT-enabled #)

    3.1   Extent of e-enablement in terms of number of services

> 1.Pensions, 2.Scholarships, 3.Food Coupons, 4.Caste Certificate and all Govt. welfare schemes.

    3.2   extent to which steps in each service have been ICT-enabled

> 100% ICT enabled in each service

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. #)

4.1 Type of stakeholders consulted

Head of Families, Students, Pensioners, Beneficiaries of Govt Schemes and departments like Revenue, Social Justice, Education, Labour, Food.

4.2 Number of stakeholders consulted

Departments of Social Justice, Education, Food, Labour and Revenue

4.3 Stages at which stakeholder input was sought

During Verification & Updation of Data base for Aadhaar seeding

4.4   Details of user satisfaction study done

Yes. Particularly Pensioners and Scholarship holder's money is sanctioned and transferred to their accounts directly.

5.   Strategy Adopted

(i) The details of base line study done,

A detailed integrated survey was done in the district.

(ii) Problems identified,

Some citizens details were missing either during survey or registration time.

(iii) Roll out/implementation model,

Roll out model. It is already implemented in all 51 District of MP

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

All the departments involved in this have verified their beneficiary data to provide actual benefit to the beneficiary

6. **Technology Platform used-**

(i)   Description,

Operating System: Windows 2008 Front End: Dot Net Frame work 4.0 Back End: MySql and PostgreSql

(ii) Interoperability

It is web based application.

(iii) Security concerns

Non, it is governed by NIC GOI, web security policy.

(iv)   Any issue with the technology used

Nil.

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

Nil

7. **Citizen centricity and relevance** (Give details about impact on effort and time invested by user, Feedback Mechanism, Audit trails, Interactive Platform for service delivery, need gap fulfillment etc. #)

7.1 Details about impact on effort and time invested by user

Time and effort required by the citizen to obtain the benefit of the scheme is reduced drastically. The entitlement being obtained by any person or as a family can be easily monitored.

7.2 Feedback Mechanism

Samagra team is formed to monitor the online services regularly

7.3 Audit trails

All Govt welfare schemes and scholarship details can be accessed through website

7.4 Interactive Platform for service delivery

http://samagra.gov.in

7.5 Need gap fulfillment

Missing citizen's enrollment for generation of Samagra ID

8 User convenience (Give specific details about the followings #)

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

Data entry and verification through web and the user obtains the entitlement slip based on the same.

(ii) Completeness of information provided to the users,

100%

(iii) Accessibility (Time Window),

It is accessible through internet from any corner.

(iv) Distance required to travel to Access Points

As it is online, no need to travel to access points

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

Only online.

(vi) status tracking

Right now it is available for department level.

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

(i) Volume of transactions processed

3 Lakhs

(ii) Coping with transaction volume growth

> 3 Lakhs/ NIC will be handling the transaction volume growth

(iii) Time taken to process transactions,

> Half minute to one minute

(iv) Accuracy of output,

> 100%

(v) Number of delays in service delivery

> Nil

10. **Cost to User** (Give details about impact on Service charge paid, travel cost, indirect cost incurred by the user etc. #)

> Nil

11. **Citizen Charter** (Give details about present of citizen charter describing standard/ information on services and its adherence for service delivery etc.)

> Labour Department
> http://mpsc.mp.nic.in/LabourPortal/KnowledgeSharing/Public/AllDocuments.aspx?DT=17
> Food and Civil Supplies
> http://www.food.mp.gov.in/KnowledgeSharing/Public/AllDocuments.aspx?DT=MTc=
> School Education
> http://sednmp.nic.in/ccframe.htm

12. **Problem Resolution and Query Handling** (Give details about availability of help desk, query resolution mechanism, single window resolution, interactive interface etc. #)

> A samagra team is setup for problem resolving and query handling at district level.

13. **Privacy & Security Policy** (Give details about security technique deployed, use of digital signatures, encryption etc. #)

> Security Policy is being taken care by NIC

14. **Innovatio**n (Give details on extent to which the service is unique compared to other similar services, impact on number of steps required, identification and removal of bottlenecks/irrelevant steps etc.#)

SSSM has been to simplify and standardize the schemes and procedures, bring about a convergence of the schemes under a single umbrella known as the single window service delivery point for similar schemes under a department. All these will lead to better transparency and digitization of the details of the beneficiaries as well as will ensure better and easy monitoring and publicity of the scheme.

15. **e-Inclusion** (Give details about impact on number of trips required, availability of local language interface, online submission of forms, accessibility for disabled people, length and breadth of services made available online etc.)

With SSSM, the demand-based approach is done away with and instead by knowing who the exact beneficiaries are, the administration can effectively and efficiently concentrate on supply based approach wherein based upon the eligibility of the person the government pro-actively works on providing entitlements to the citizens. Hence, by convergence, instead of the citizen running from pillar to pillar for getting his entitlements, the administration based upon the credentials and geneunity of the applicant can provide the benefits to the
citizen. The process also ensures that the bank account number of the beneficiaries is entered in the system and the dispatches of the benefits are directly to the beneficiaries account.
The details are available through samagra portal available through the district nic website
http://hoshangabad.nic.in/
http://samagra.gov.in/

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

As the services provided are not for one time, it is to be carried out every year with adding new welfare schemes. So it is sustainable.

17. **Number of users and services** (Give details about frequency of services used in last 6 months, number of visitors, number of unique visitors, number of users etc. #)

About 95 users use it regularly for providing online services.

18.   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

Duplicity of entitlement has been reduced drastically and thereby saving the cost incurred by the Government.

(ii)   To citizen

About 3 Lakh citizens have been provided with the entitlement though the coverage in Samagra

(iii)   Other stakeholders

Different departments/Stakeholders will be able to easily monitor and reduce field verification required for every new application for entitlement.

19.   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

20.   Adaptability Analysis

(i) Measures to ensure adaptability and scalability

Easily adoptable as the household survey and verification has been done at the State Level. Any department intending to use the Samagra for entitlement distribution needs to check the entitlement already recorded for the beneficiary.

(ii) Measures to ensure replicability

The system has been designed in such a manner that the same process can be replicated in different departments/districts.

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

No.

(iv)   Risk Analysis

No

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

Most of the programmes of the State government are focused upon creating welfare schemes that benefit the marginalized sections. However, the schemes are so large in number that it spreads across various departments and thereby making accessibility an issue. The people have to run from one end to another in order for them to get their genuine work done. Thus, this result in loss of transparency process, harassment, reduced credibility of the government functioning, loss of time for both applicants as well as government officials as they have to cross verify the genuinity and in the end defeating the very purpose of the welfare schemes.

With the above issues, it becomes evident that though there are many schemes that being developed for the welfare of the people, yet what it lacks is the convergence of these schemes so that there is an effective redressal system for the people. Thus a umbrella organization or a single window system was created by which the inter-departmental co-ordination can be done as well as monitor the implementation and provide technical and administrative support to the implementing departments. Hence the objectives of the SSSM has been to simplify and standardize the schemes and procedures, bring about a convergence of the schemes under a single umbrella known as the single window service delivery point for similar schemes under a department. All these will lead to better transparency and digitization of the details of the beneficiaries as well as will ensure better and easy monitoring and publicity of the scheme.