

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

NATIONAL AWARDS FOR e-GOVERNANCE

1. Name of the organization :

U.T. Administration Daman & Diu

Name of the Department:

I.T. Department, U.T. of Daman & Diu

2. Name of the State/UT/Central Government/Others:

UT of Daman & Diu and Dadra & Nagar Haveli

3. Name of the Project :

“Samay Sudhini Seva” (SSS)

4. Nature of the Project :

Samay Sudhini Seva means the dedicated service implemented by the Administration of Daman & Diu for the purpose of checking status of application seeking time bound delivery of services, tracking and monitoring of status of such applications.

5. Category of Awards Applying for

Outstanding performance in Citizen- Centric Service Delivery.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

6. 7. Objective of the Project : (Please provide the brief summary of the project being nominated for the National Award for eGovernance along with salient features (in 500 words approx))

UT Administrations of Daman & Diu and Dadra Nagar Haveli provide various services to the citizens in time bound manner. The Administration has prepared a citizen Charter defining the time limit for the selected 145+ services from various departments such as Electricity, VAT, Transport, Excise, Revenue etc.

All the services are required to be delivered as per the Citizen charter.. In order to track and monitor the progress of the services and remove inherent deficiencies and bottlenecks an ICT based approach has been used by the administrative officers in form of 'Samay Sudhini Seva (SSS).

The major aim of the initiative was to equip the administrative officers and higher authorities with the web based tools to tracks the applications received for these time bound services and monitor the timely disposal of the applications.

8. Date of Launch of Project

- 7th May,2013

(i) For all categories except Incremental

Innovation((dd/mm/yyyy):07/05/2013

(ii) For Incremental innovation(period during which substantial incremental innovation has been made in the project):07/05/2014 to 30/12/2013

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

7. Beneficiary of the Project :

Mainly Beneficiary of this project are citizens. "Samay Sudhini Seva" means the dedicated service implemented by the Administration of Daman & Diu for the purpose of checking status of the application seeking time bound delivery of the services, tracking and monitoring of status of Such applications.

Definition of the other words and expression used and not defined in these order shall have meanings respectively assigned to them by general usage.

IMPORTANT NOTE

(i) For each award category for which the project has been nominated, the applicant must fill the Award specific form as well. Applications without completely filled in Main Form and Award Specific Form will be summarily rejected. (Please fill category specific "Award Specific Form" in the prescribed proforma given with this award scheme. Convert to PDF and email)

(ii) All nominated projects (except for **Incremental Innovations in existing projects category**) must have been operational for a period of not less than one year (excluding pilot period) on or before the date of publication of advertisement relevant for the year for which nominations have been invited. It should, however, not be operational for more than two years (i.e., not more than two years old) on the date of publication of

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

advertisement of the relevant year. For example if an advertisement is released for seeking nominations on 15 June 2014 then the project launch date must be between- 15 June 2012 to 15 June 2013

(iii) For “Incremental Innovations in existing projects Category” :

(a) Only the project that has been awarded National Award for e-Governance by DARPG (for any category) at least two years prior to the year of advertisement is eligible to apply. (For example the project which have won National Award for e-Governance of DARPG (Govt of India) in or before the year 2012 is eligible to apply for advertisement published in the year 2014).

(b) Furthermore, the project must have demonstrated substantial incremental innovations during the last two years from the date of publication of advertisement. For example if an advertisement is released for seeking nominations on 15 June 2014 then the substantial incremental innovation in the project must be between- 15 June 2012 to 15 June 2014.

(iv) It is important to identify the name of the relevant team members(not more than 07 including project head) at this stage only as these names will be included for acknowledgement in case the nomination is awarded. Under no circumstances, the name would be allowed to change.

(v) This page of application duly signed and sealed may be scanned and attached with soft copy of the application form. The original copy may be

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

kept which may be required to be submitted to the Department, if the nomination is shortlisted for field visit/ further studies.

(vi) Self Certification by the Project Head in the format applicable to the organization must accompany the Main Application Form.

Details of Head of the nominated project

- Name of the Project Head of the project:

Mr. Gaurav Singh Rajawat, IAS

- Designation :

Director (IT), DD & DNH

- Contact Address :

**Office of Director (IT), Daman & Diu eGovernance Society (DDeGS),
Collectorat, Moti Daman - 396220**

- E-mail Address : **gauravs.rajawat11@ias.nic.in**
- Fax: 0260-2230003
- Telephone : 0260-2230003

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

- Mobile Number: 09662508311

Details of team for the nominated project :

Key Team Members with their Role Designation [Please mention key officers/ staffs **(not more than 7 including project head) whose contributions were most significant for the success of the Initiative]**

Sr NO	Name	Designation
1	Shri Utpal Mehta	SIO, NIC, DD & DNH
2	Shri Nitin Bamania	Scientist-B & Addl. DIO, NIC-Daman
3	Shri Kamlesh Patel	Head SeMT, Daman
4	Shri Rangrajan	Head SeMT, DNH
5	Shri Jayendra Patel	Program Management, SeMT, Daman
6	Smt. Priyanka Joshi Kapdi	Technology Management, SeMT, DNH

PROFORMA OF AWARD SPECIFIC FORMS

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 centers

- All Government offices of both UTs of Daman & Diu and Dadra and Nagar Haveli.

(ii) Number of delivery centers

- 125 Services from 22 departments in UT of Daman & Diu & 135 services from 18 departments in UT of Dadra and Nagar Haveli.

(iii) Geographical

(a) National level – Number of State covered

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

(c) District level- Number of Blocks covered

Please give specific details:- UT Administration of Daman & Diu and Dadra & Nagar Haveli in collaboration with National Informatics Centre have implemented an online web based monitoring system for time bound services known as Samay Sudhini Seva. It is running in three districts of UTs of Daman & Diu and Dadra & Nagar Haveli.

(iv) Demographic spread (percentage of population covered)

Approximate 90% populations are using different services in Both of the UTs.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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

Before this initiative departmental process was manual. Citizen was directly applied the various services manually in the department and they were not aware of delivery time frame because of no single windows concepts was available. And citizens not aware of delivery time frame and also not aware the checklist defined for services.

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

- 125 Services from 22 departments for UT of Daman & Diu
- 144 services from 22 departments for UT of Dadra and Nagar Haveli

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

- Deliver the Receipt to Citizens
- Service deliver to the Department
- Citizens can monitoring the status of services online.

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

There are following stakeholders consulted.

- Political leaders
- Senior Government officers
- Departments providing the service delivery

4.2 Number of stakeholders consulted

- Cannot be quantified

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

4.3 Stages at which stakeholder input was sought

- Identification of services.
- Timelines for each service
- Grievance redressals

4.4 Details of user satisfaction study done

- Weekly monitoring by the Hon'ble Administrator

5. Strategy Adopted

(i) The details of base line study done,
Identification of departments with types of services where citizens
put falls are maximum

(ii) Problems identified,

- Lack of digitized database
- Interfacing with various departments
- Centralized monitoring

(iii) Roll out/implementation model,
Based on eSLA of Delhi Government.

(iii) Communication and dissemination strategy and approach used.):
Audio / Visual Media and interaction with public by senior officers
During meetings.

6. Technology Platform used-

(i) It's a mix of two platforms viz. Windows & Linux

1. Windows with .NET/MSSQL/IIS is used for Monitoring Application SW
2. Linux is used with PHP/APACHE/MYSQL for data entry application SW

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

(ii) Interoperability

Works with all browsers

(iii) Security concerns

NONE

(iv) Any issue with the technology used

NO Issues

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

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. #) Nic can answer this

7.1 Details about impact on effort and time invested by user

It holds a very huge impact on citizen centricity and relevance as almost all the departments delivering citizen centric services are happy with the software application as it eases their task to enter, maintain & dispose their services on time.

7.2 Feedback Mechanism

Feedback is received through mail.

7.3 Audit trails

7.4 Interactive Platform for service delivery

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

7.5 Need gap fulfillment

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

- (i) Service delivery channels (Web, email, SMS etc.)
SMS
- (ii) Completeness of information provided to the users,
SMS and hard copy of receipt with Stamp
- (iii) Accessibility (Time Window),
Monday to Saturday during working hours.
- (iv) Distance required to travel to Access Points
Maximum 1 KM
- (v) Facility for online/offline download and online submission of forms,
Not Applicable
- (vi) Status tracking
SMS and realtime monitoring through <http://daman.nic.in/status>

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

- (i) Volume of transactions processed
More than 1,00,000 during 2013-2014
- (ii) Coping with transaction volume growth
- (iii) Time taken to process transactions,
Max. 5 mins for one transaction.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

(iv) Accuracy of output
100%

(iv) Number of delays in service delivery
We have defined all services as per citizen charter so no delay happened in citizens services. Delay happened only when citizens are not submitted attached documents as per service checklist.

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

No Service charges required to be paid by user.

As service centers are located nearby minimal transportation costs.

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

Detailed notifications with standard/ information on services, delivery period and grievance redressals.

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

If any problem happened then department is informed to NIC for problem resolution. Two separate programmers from IT department are working on this application so at a time they will solve the issue.

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

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

There are two layers of security enabled at all departmental level

1. Uer ID and Password
2. VPN

14. Innovation (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.#)

NO such service like Samay Sudhini Seva. Samay Sudhini Seva is very unique application and very user friendly. So service can reach timely to the citizens, Also citizen can check our applications online with the unique transaction ID.It is very good applications for both of the UTs of Daman & Diu and Dadra and Nagar Haveli.

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.)

When citizen is applied any service in department then department will do the data entry in this application and give the receipt to the citizens so citizens can apply directly through online.

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. #)

User friendly, portable, minimum investment in IT and Training .Highly qualified people to operate is not required.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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. #)

Report is attached for your reference.

Report Showing Details of Daman & Diu for the year 2013

S.No.	Department	Service	Applications						
			Received	Within Time			Delayed as per SLA		
				In Process[%]	Disposed[%]	Total	Pending [%]	Disposed [%]	Total
1	Electricity	1. New Domestic Power connection	1239	0	1229	1229	0	10	10
		2. Request for Change of Name			[99%]			[<1%]	
		3. Request for Meter Replacement or Transfer							
		4. Request for Testing of Meter							
2	Excise	1. Renewal of License	5254	0	5254	5254	0	0	0
		2. Import Permit			[100%]				
		3. Export Permit							
		4. NOC for molasses of Distillery							
3	Forest	1. Issue of NOC for Eco-Sensitive Zone Daman and Diu	3	0	1	1	1	1	2
		2. Permission for Tree Falling under tree Preservation Act			[33%]		[33%]	[33%]	
4	Health	1. License for fresh Pharmacy	898	0	879	879	0	19	19
		2. Renewal License for Fresh Pharmacy			[98%]			[2%]	
		3. License for Manufacturing of Drugs							
		4. Addition of Products in Manufacturing License							
		5. Food Registration							
		6. Food License							
		7. Issue of Disability Certificate							

**AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF
e-GOVERNANCE INITIATIVES**

		8. Renewal of Manufacturing License of Drugs							
5	Police	1. Police Clearance Certificate	1447	5	1424	1429	0	18	18
				[<1%]	[98%]			[1%]	
6	Pollution Control	1. Consent to Establish Green Industries under Water Act and Air Act	233	0	186	186	0	47	47
		2. Consent to Establish White Industries under Water Act and Air Act			[80%]			[20%]	
		3. Consent to Operate Green Industries under Water Act and Air Act							
		4. Consent to Operate White Industries under Water Act and Air Act							
		5. Consent to Renew Green Industries under Water Act and Air Act							
		6. Consent to Renew White Industries under Water Act and Air Act							
7	Revenue	1. Application for Residence Certificate	6155	0	5652	5652	0	503	503
		2. Application for Domicile Certificate			[92%]			[8%]	
		3. Application for Caste Certificate							
		4. Application for Income Certificate							
		5. Application for OBC Certificate							
		6. Record of Rights Form 1 and 14							
		7. Permanent Resident Certificate							
		8. Mutation Entry							
8	Superintendent Collectorate	1. Issue NOC for loudspeakers/Rally	39	9	30	39	0	0	0
				[23%]	[77%]				
9	Survey and Settlement	1. Issue of Certified Maps	1265	0	1248	1248	2	15	15
		2. Demarcation of Properties In Daman and Diu			[99%]		[<1%]	[1%]	
		3. Issue of Form-D							
10	Transport	1. Learner License	4383	0	4331	4331	0	52	52
		2. Permanent Driving License			[99%]			[1%]	

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

		3. Renewal of Driving License						
		4. Issue of Duplicate Driving License.						
		5. Registration of Motor Vehicle						
		6. Issue of Renewal of Certificate of Fitness						
		7. Renewal of Registration Motor Vehicle						
		8. Alteration of Motor Vehicle						
		9. Assignment of new registration marks to vehicle brought from other State						
		10. Transfer Ownership of Motor Vehicle						
		11. No Objection Certificate						
11	VAT	1. e-registration	1910	0	1910	1910	0	0
		2. e-amendment			[100%]			
		3. e-De-Registration						
		4. Issue of statutory Form						
			22826	14	22113	22127	3	696

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

(ii) To citizen

After this project rolled out services can reach timely to the citizens as per citizen charter. If delay happened then complaints should be reached automatically to the competent authority with department officer remarks. Administrator sir is monitored quarterly with the review meeting. Citizen can check our service online.

(iii) Other stakeholders

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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):

NIC to indicate how many services are delivered within timeline, beyond timelines and before timelines.

20. Adaptability Analysis

- (i) Measures to ensure adaptability and scalability
Connectivity, desktops and training

- (ii) Measures to ensure reliability NIC can answer this

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

- (iv) Risk Analysis
Non availability of internet connectivity.

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

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

22. Other distinctive features/ accomplishments of the project:

1. Services can be provided across the UT
2. Monitoring can be done in real time.
3. Transparency of application status.
4. User friendly.