

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

NAME OF CATEGORY- 'INNOVATIVE USE OF MOBILE TECHNOLOGY IN e-GOVERNANCE'

1. Coverage – Geographical and Demographic :-

(i) Comprehensiveness of reach of delivery centres,

Potentially All Over India. Currently in Sikkim

(ii) Number of delivery centres

Police HQ, Gangtok Sikkim, State Data Center – Government of Sikkim

(iii) Geographical

(a) National level – Number of State covered

1 - Sikkim

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

4 Districts

(c) District level- Number of Blocks covered

9

Please give specific details:-

9 Sub Divisions

(iv) Demographic spread (percentage of population covered)

50%

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

Earlier the Sikkim Police were issuing paper challans to violators of traffic rules and regulations which was non-transparent, susceptible to fraud & corruption, no data on which officer issued how many challan, no way to check the past history of the offender, lack of accountability, hand issues paper challans decreased ease & efficiency during peak traffic hours.

3. Scope of Services (Relevance of application for e-governance, Extent to which service is delivered through mobile #)

- Sikkim State Police wanted a solution to issue, store and track challans issued for traffic violations that can be easily used by police and traffic officers in various parts of the state.
- A system that would be better able to store challan data in a centralized system in electronic format thus eliminating errors and limitations associated with manual storage and tracking of hand-written paper

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challan records.

- A system that would be able to track and report on past offenses by vehicles and drivers
- A system that would let police officers monitor flow of vehicles and drivers through various check-posts in the state.
- Automatically calculates the value of “fine amount” to be paid by driver for one or more traffic violations committed. This eliminates errors associated with manual calculations.
- Tracking of most prone traffic offences areas through mapping of challenged places in the administrative console.

4. Strategy Adopted

(i) The details of base line study done,

A centralized system in electronic format would eliminate errors and limitations associated with manual storage and tracking of hand-written paper challan records.

(ii) Problems identified,

Issuing paper challans to violators of traffic rules and regulations which was non-transparent, susceptible to fraud & corruption, no data on which officer issued how many challan, no way to check the past history of the offender, lack of accountability, hand issues paper challans decreased ease & efficiency during peak traffic hours.

(iii) Roll out/implementation model,

Fixed Cost, Bid Build and Transfer

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

Capacity Building, Townhall Meetings, Training Sessions

5. Technology Platform used-

(i) Description,

Android based mobile application, connected to a Bluetooth thermal printer, server uses a LAMP (Linux, Apache, MYSQL, PHP) backend, Drupal used for ACL, Content Management & Reporting

(ii) Interoperability

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Works with any Mobile device which supports Android 4.2.3 onwards

(iii) Security concerns

None

(iv) Any issue with the technology used

None

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

NA

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

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

Simple user interface and usability with accuracy, approximate 1 minute to generate each challan. Cost dependent on minimum data plan based on service provider. For the first time Police can monitor officers on the ground and the officers on the ground can send back geo-tagged live pictures of ongoing events on the road and elsewhere.

Citizens are happy to have a system which is totally transparent.

(ii) Feedback/grievance redressal mechanism,

Citizens can reach out to the officers and inform them of any issues that they are facing.

(iii) Audit Trails,

The backend server system has a mechanism to log all the necessary information and details to provide a history and audit trail.

(iv) Interactive platform for service delivery,

This is a first of its kind government to citizen service delivery application that constitutes a totally intuitive, interactive and immersive experience for the people using the system.

(v) Stakeholder consultation

The application was built with consultation with all stakeholders and their inputs were included into the application.

7. Demonstrate Innovation in use of Mobile Technology for e-governance

(Give details about the mobile technology used (platforms, SMS, Pull & Push, Apps,

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Mobile Payment, innovation applied in use of mobile technology to deliver information or Services to target audience #)

First in India an Android mobile application that permits authorized police officers to login, create, save and print a challan for traffic violations by a driver. The challan application needs an Internet connection through mobile Edge/2G/3G

Bluetooth connects mobile device to handheld printer so that e-challan created can be printed on printer wirelessly.

Both the mobile device & printer run on battery charge and can be used outdoors for long periods.

Automatically calculates the "fine amount" to be paid by driver for traffic violations committed. This eliminates errors/omissions associated with manual calculations.

Ideal platform for Citizen Safety

8. **Adaptability and Scalability** (Give details about Local language support, ability to leverage shared Government infrastructure, Standardization of technology used (hardware, software, application etc. #)

Currently doesn't support L12N but we are building support for regional languages.

9. **Adaptability Analysis**

(i) Measures to ensure adaptability and scalability

The mobile application is built on an Android platform which is very adaptable and scalable. Currently 70% of all the smartphones are using the Android platform and hence the application is very pervasive as well.

(ii) Measures to ensure replicability

The mobile app can also be made available on the APP store and it is replicatable.

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

None

(iv) Risk Analysis

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10. **New Models of Service Delivery** (Give details about type of partnership model used, Links to/Supported by Public/Private Organization, Links provided to relevant websites etc. #)

As any mobile solution is unfathomable without a telecommunication company – in this case we tied up with Vodafone India to help with connectivity for 2G and 3G data sim cards.

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

- (i) Volume of transactions processed,

1043 - CHALLAN GENERATED

INR 668,950 - AMOUNT CHALLANED

- (ii) Coping with transaction volume growth

Highly scalable platform so no issues yet.

- (iii) Time taken to process transactions,

1 minute

- (iv) Accuracy of output,

100%

- (v) Number of delays in service delivery

None

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

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

Email, SMS, Printed Receipt

- (ii) Completeness of information provided to the users,

100%

- (iii) Accessibility (Time Window),

As per Traffic Police Regulations

- (iv) Distance required to travel to Access Points

None

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

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NA

(vi) status tracking

At time of payment

13. **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. #))

The solution is built on an Android platform which is highly scalable, robust, fault tolerant. The application has a in-app update/upgrade facility which avoids people from deleting old apps just to install newer versions.

14. **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**

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Apart from the numbers and figures it has brought about transparency in the department & its officers.

(ii) **To citizen**

Citizens are aware of their rights and entitlements as citizens as the system is transparent. Citizens avoid the hassle of going to court and can pay on the spot when accompanied by an officer assigned to collect fines..

(iii) **Other stakeholders**

Vehicle owners are happy as the drivers cannot lie to them as the system will automatically inform the owner by sms and email too

15. 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):

The project was a pilot project in Sikkim and now the department is looking to implement it statewide.

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

During the manual system it was prone to error and incorrect data collection which was solved with our application:

We solved issues like “issuing paper challans to violators of traffic rules and regulations which was non-transparent, susceptible to fraud & corruption, no data on which officer issued how many challan, no way to check the past history of the offender, lack of accountability, hand issues paper challans decreased ease & efficiency during peak traffic hours.”

17. Other distinctive features/ accomplishments of the project:

1. GPS enabled Traffic Police Officers Tracking Realtime on Google map
2. Individual/Department/Date/Time wise reporting of challan details.
3. Robust MIS and Audit Trail mechanism.

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

As we know that products evolve over a period of time. Hence, we hope to have the following features in the future:

1. Integration with CCTNS is the next step.
2. On the spot facial recognition & verification of criminals is something we are planning to integrate into the mobile application.