AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

NAME OF CATEGORY- **INNOVATIVE USE OF ICT BY STATE GOVERNMENT PSUs'/ COOPERATIVES/ FEDERATIONS/SOCIETIES**

1. **Coverage – Geographical and Demographic** :-

(i) Comprehensiveness of reach of delivery centres,

> Across Rajasthan

(ii) Number of delivery centres

> 1300

(iii) Geographical

> (a)National level – Number of State covered | 1 |

> (b) State/UT level- Number of District covered | 1300 |

> (c) District level- Number of Blocks covered | |

> Please give specific details:-

> | |

(iv) Demographic spread (percentage of population covered)

> 15-20%

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

> No robust mechanism for vigilance at booth level & evidence for elections

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 #)

> Tablet based Live webcast of election booths with recording locally as well as on central servers depending upon availability of 3G/2G Network

4.   Strategy Adopted

(i) The details of base line study done,

> Site survey & discussion with stake holders including election commission officials

(ii) Problems identified,

No evidence for after actions

(iii) Roll out/implementation model,

Centralized monitoring & scrutiny of recorded videos

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

Ready to use Tablets were distributed at each election booths to be covered with pre-configured applications and naming convention for identification.

5. **Technology Platform used-**
   (i) Description,

   secured Video Streaming with Load sharing cloud CDN setup

   (ii) Interoperability

   Android based solution

   (iii) Security concerns

   Secured Video steaming is done however, physical security of tablets in booths is a challenge

   (iv) Any issue with the technology used

   NA

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

   Yes, 100% availability of video recording of each booths covered

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

   Live monitoring of election booths & recording for after processes incase of any events

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

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. #)

N/A

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

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

Less manpower required & easy identification of accused through video recording

(ii) Feedback/grievance redressal mechanism,

N/A

(iii) Audit Trails,

Video evidence available

(iv) Interactive platform for service delivery,

Web based application for monitoring each election booth through name/code

(v) Stakeholder consultation

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

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

Web based application with login access

(ii) Completeness of information provided to the users,

(iii) Accessibility (Time Window),

24X7 during elections

(iv)   Distance required to travel to Access Points

N/A

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

Video content of each election booth covered for surveillance available online & offline

(vi)   status tracking

N/A

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. #)

Innovative use of Tablets for surveillance of booths without any prerequisites such as LAN/Connectivity/CCTV hardware/Installation etc.

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. #)

Real time monitoring and updates of election proceedings

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. #)

No training required, Can be hosted on any public cloud with minimum requirement

14.   Adaptability Analysis
   (i) Measures to ensure adaptability and scalability

N/A

   (ii) Measures to ensure replicability

> Easy increase through deployment of tablets at new location

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

> Nil

(iv)   Risk Analysis

15. **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**

> Helped eliminate malpractices during elections

    (ii)   **To citizen**

> Assured about sanctity of elections

    (iii)   **Other stakeholders**

16. 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):

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

> Only manual observations without any proofs in old system & dependency on observers/preceding officers. New system is robust without any human dependency at field level & with evidences for further actions on accused.

18. Other distinctive features/ accomplishments of the project:

> 1. No dependency on hardware/network
>
> 2. capacity to store video locally as well as on central server
>
> 3. clear identification incase of any events

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