MAIN APPLICATION FORM FOR

NATIONAL AWARDS FOR e- GOVERNANCE

Project Name	*empowering Ladli*
Institute/Organisation	Directorate of Women Empowerment, Government of Madhya Pradesh
Award Category Applied For:-	**NATIONAL AWARDS FOR e- GOVERNANCE** **Category : (iii)- Innovative Use of Technology in e-Governance**
Address:-	Directorate of Women Empowerment, Block-II, 4th Floor, ParyawasBhawan, Jail Road
Name of the Department	Department of Women & Child Development
Name of the State/ Government/Others	Madhya Pradesh
Nature of the Project	Tracking Girl Child on development indicators for ensuring holistic empowerment.
Date of Launch of Project	**01.01.2013**
Beneficiary of the Project	**All eligible girl children born on or after 1 April 2006 and registered with** *empowering Ladli*
Self-certification by the Project Head in the format applicable to the Organization must accompany the Main Application Form Details of the Head of the nominated Project	
Name of the Project Head:	**Ms. Kalpana Srivastava**
Job Title	**Commissioner, Women Empowerment**
Mobile	09425012310
Fax	0755-2577122
Phone	0755-2551331
Email	kalpana0092@gmail.com
Address	Block-II, 4th Floor, ParyawasBhawan, Jail Road, Bhopal, M. P

Details of team for the nominated project

S.No.	Name of the Officers	Designation	Contribution
1.	Mr. B.R.Naidu	Principal Secretary, Deptt. Of Women & Child Development	Full support in designing and system development.
2.	Ms. Kalpana Srivastava	Commissioner, Women Empowerment	Conceptualization, Designing & Implementation of the MIS on development indicators. Monitoring & supervision of the scheme. Tracking girl child in different stages of development. Issuing timely guidelines to field functionaries to ensure on line tracking of each beneficiary for effective delivery of services for better health & education.
3.	Ms. Rachna Budholia	Deputy Director, Women Empowerment	Ensuring proper implementation. Organizing technical trainings to field functionaries. System Management etc.
4	Mr. Manish Mohan Agrawal	Assistant Director, Women Empowerment	
5.	Ms. Tini Pandey	Assistant Director, Women Empowerment	
6.	Mr. A.S. Bhal	Manager, MP Women Development Corp.	Designing structural and analytical framework, developing indicators, system management.
7.	Mr. TarunBamba	Sr. Consultant	Web designing & development, Data Base management, security measures, Infrastructural support, technical support, Band width and connectivity support. Data feeding, compilation, need for up gradation, changes required, preparation of reports etc. managing data base. Training, sensitisation for behavioural change, resource management. Data Analysis, reporting, and monitoring

INNOVATIVE USE OF TECHNOLOGY IN e-GOVERNANCE

1. Coverage – Geographical and Demographic

(i)   Comprehensiveness of reach of delivery centres

LadlliLaxmi is the flagship scheme of the Government of Madhya Pradesh. The scheme encompasses survival of the girl child and empowering them holistically for ensuring overall development of the society. The scheme has its spread over more than 50,000 villages across the state. Over 300,000 Girl Children (Ladlis) are registering themselves with the scheme annually, more than 18 lacs today. The scheme has a large magnitude in terms of covering huge number of girl children and tracking them on development indicators till 21 years to ensure their socio-economic empowerment. It also involves huge financial incentives to be given to beneficiary when she attains 21 years of her age. It is a demand driven scheme and follows the bottom to top approach. The entry point in the scheme is the village from where the beneficiary gets her registration through Aanganwadi and goes upwards for approval and sanction. Most of the benefits to the girl child are routed through Aanganwadi which is a critical unit for ensuring survival and healthy growth of the girl child.

e-Ladli was initiated with an objective of data storage and assessing physical and financial progress. It had a limited scope vis a vis attainment of goals of the scheme. It was confined to activity monitoring only. e-Ladli was an MIS for registering and creating a data base to capture financial aspects. There were no system to monitor outcome and impact of the scheme. In order to achieve success in the ultimate goal of socio-economic empowerment of the beneficiary, tracking on various development indicators was the need of hour.

empowering Ladli is now, a comprehensive initiative which enables the government to track each beneficiary on all development indicators qualitatively and quantitatively to achieve long term goals. It is not just about registering the eligible girl child and issuing financial benefits but it is more about tracking the concurrent growth for overall empowerment. Tracking the girl child till 21 years on multiple indicators requires optimum delivery centres down the line.

The delivery centres established through *empowering Ladli* have a large geographical outreach. Average population covered by each delivery centre is about 1.6 lacs. Average annual coverage by each delivery centre comes out to be around 665 Ladlis (@ 2-3 Ladlis per day assuming 25 days per month). The details of comprehensiveness of delivery centres are as under:-

Delivery Centres	Total population (Census 2011)	Average population per centre	Average no. of village per centre	Remarks
453	7,25,00,000	1.60 lacs	110	665 ladlis per year per centre @ 6 ladli per year/per village (assuming 3 lacs ladlis per year across the state)

(ii)   Number of delivery centres

S. No.	Centres	No	Comprehensiveness of reach
1	State Data & Support Centre	1	All kind of network support, security, compilation, consolidation, report generation, sorting discrepancies, training and capacity building, help desk management, suitability checks of the system etc.
2	Divisional Data & support Centre	10	Data compilation & management, system handling, report management, etc.
3	District Data & Support Centre	50	Data validation, compilation, progress measures, system support, etc.
4	Project Data & Support Centre	453	Data feeding & data management, system support, transparency checks etc.
5	Access Centres	Over 3000	Information access for the users, submission of enquiries through help desk
6	Centres through Lok SEWA Guarantee Act	All	Ensuring timely delivery of services, accessing benefits etc.

(iii)   Geographical

   (a) **National Level** – Number of State covered :- one
   (b) **State/UT level** – Number of Districts covered :- All 51 Districts
   (c) **District level** – Number of Blocks covered :- All 313 Blocks through 453 Child Development Project Offices

(iv)   Demographic spread (percentage of population covered)

Empowering Ladli covers cent percent beneficiaries who are eligible for the scheme. The scheme became operational in 2007. It envisages benefiting all girl children born on or after 1 April 2006, with a condition of family planning of either parent after two children, one of which should be a girl child. All the families who are non-income tax payers are covered by the scheme. The population of the state according to Census 2011, has increased by 1,22,49,452 (an increase of 20% with an annual increase of 2%) over Census 2001. The demographic spread of *Empowering Ladli* can be analyzed as follows:-

Total Population in 2011	7, 25, 97,565
Total Population in 2001	6, 03, 48,023
Total Decadal Population Growth (@ 20.3%)	1, 22, 49,452
Total Females (0-6 Years) (Between 2001-2011)	50, 31,000
Total population Growth females (0-6 Year) (Between 2006-11)	25, 15,500
Total eligible Ladli families (@ 30%)	7, 54,650
Total families covered till 2011	7, 46,759 (98.95%)

2. Situation before the initiative (Bottlenecks, Challenges, constraints etc. with specific details as to what triggered the organization to conceptualize this project)

The scheme "LADLI LAXMI" has created a revolution by addressing the issue of "declining child sex ratio" and has created an enabling environment towards the birth and protection of girl child. The scheme focuses on providing financial benefits using conditional cash transfer method to ensure survival of girl children and is linked with health and education for improved status of women on development indicators. Since its inception to now almost 100% eligible families have been covered under the scheme from all corners of the state and have extended its outreach to over 50000 villages. Over 18 lakhs families have been benefited through the scheme. This has resulted in storage of huge volume of data in the form of documents and involvement of manpower for sequencing with and managing the data. Manual storage often causes errors and delays in resolving the cases. Timely response to numerous queries was also a challenge. Manual tracking of data and issuance of the instruments becomes rather difficult.

The initiation of e-Ladli had improved the efficiency of the system in terms of registering cases, assessment of physical and financial progress and data storage. However, it was observed that e-Ladli was confined to only activity monitoring and there was need to make it more responsive on tracking the girl child on critical developmental indicators. In fact, tracking the girl child on development indicators was a major challenge to ensure their survival and empowerment.

The most critical feature of the scheme is tracking the girl child on development indicators and ensuring that the girl child once born should receive all benefits for her healthy upbringing to enable her holistic empowerment. The challenge with the management was to track the girl child till she attains 21 years and receives financial benefits to improve her economic status. The task before the management was to track her chronological growth. The critical indicators where the beneficiary needs to be tracked are health, nutrition and education. The tracking on these indicators was done manually as e-Ladli did not have the system and technology that would support tracking in volumes on multi-dimensional indicators. It was observed that some of critical interventions like timely immunisation, providing nutritional benefits and health checks were not been handled properly and limiting the efforts of the state on such a valuable cause.

Major challenges were:-

Interventions	Process (Prior to e-Ladli	Limitations of existing e-Ladli
Technology	No support	Absence of flexibility.
Registration of Ladli's	Manually done by collecting forms and supporting documents for eligibility	No system of authentication, validation of Ladli. No regional language (Hindi) support. No system of tracking NSCs. No method to track the user (Audit Trails).
Data compilation,	Manually done	No support for data backup.

feeding and storage		Data duplication and no methods of tracking in case of migration or shifting of families from one location to another. No information on death of Ladli or cancellation of cases.
Tracking of Girl child on development indicators to ensure holistic empowerme nt	Manual	No Panels for tracking on development indicators like immunization, nutrition, education etc. Difficulties in providing timely interventions to ensure holistic empowerment as part of the accomplishment of long term objectives.
Resource utilization		
Manpower	Huge staff for data validation at all tiers.	Not accustomed to new technology
Financial	Huge indirect expenses in terms of salary and administrative overheads	Heavy expenses in maintaining the technology due to outsourcing. Difficult in case if any changes required.
Time	Manual resolution causes delays	No system of eligibility check and system was non informative. Only sanctioned cases were uploaded online.
Feedbacks & Responses	Manual	Limited to telephone enquiries. No use of latest technology, non-supportive to mobile/android base. Lack of IVRS facility. No online complaint resolution system.

3. Scope of Services/Activities Covered (Relevance of choice of application for client/agency, Extent of e-enablement in terms of number of services, Extent to which step in each service have been ICT enabled)

Ladli scheme started with an objective of creating an enabling environment for the girl child to grow well and contribute to the development of their respective family and the society. It visualizes the growth of girl child on long term developmental goals. Each Ladli is supposed to be tracked a number of times till she attains 21 years. The process of tracking started from her birth by giving support on health and nutrition in the beginning stages and then to ensure her schooling. All the services rendered to Ladli are now tracked online and ICT enabled. The scopes of services through *Empowering Ladli* are as under:-

Tracking of Girl Child

| Development indicators	Scope of services	Actions
Ensuring adoption of Family Planning methods	Collection of information on number of family planning segregated by gender and data feeding on portal.	Collection and compilation of information and preparation of reports
Regular visit to Ladli Family, ensuring attendance of Ladli in aanganwadi for Immunisation of girl child	Concurrent supervision for ensuring regular immunization. Collection and compilation of data and its feeding on portal.	Preparation of reports and providing support by coordinating with department of Health.
Nutrition support for girl child by ensuring regular attendance of girl child in aanganwadi and taking health measurement	Collection of information, data feeding on portal. Taking measures if the girl child is mal nourished.	Coordinating with Department of Health for need based support.
Keeping records on birth and death of Ladli	Collection of information and sending it to management through portal. Ensuring benefits to eligible cases.	Concurrent supervision.
Ensuring school admission of girl child and keeping regular record on each girl child	Collection of information and feeding on portal. Providing essential support for admission if required.	Coordination with Department of Education to ensure free education.
Tracking scholarships	Providing timely scholarships to each eligible girl child. Collection and compilation of records,	Concurrent supervision. Facilitating in timely release of scholarship.

|	making provisions and preparing demands. Data feeding on portal.	
Tracking Financial Benefits		
Keeping records on NSCs of each Ladli and ensuring its timely renewal	Making provisions for preparation of NSCs and its renewal	Providing support and coordinating with Post Office for preparation and renewal of NSCs
Online helpline management system	Need for separate panel for resolution of queries.	
Eligibility Check	Panel on eligibility Check	
	B'day Celebrations etc.	

Relevance of choice of application

The need for *Empowering Ladli* was generated due to the overwhelming response received by the community. The families were attracted by the benefits of the scheme and large number of families now registering themselves.

It was now necessary to choose an application which facilitates the government to extend its support and to track the girl child on development indicators with ease. The selection of ASP.NET technology was then made due to its feature of collection of data in huge volumes and preparation of analytical reports.

Empowering Ladli is a well-designed technology and is operational across the state. Each corner of the state is under its outreach. The process of registration and tracking under the scheme is as follows:-
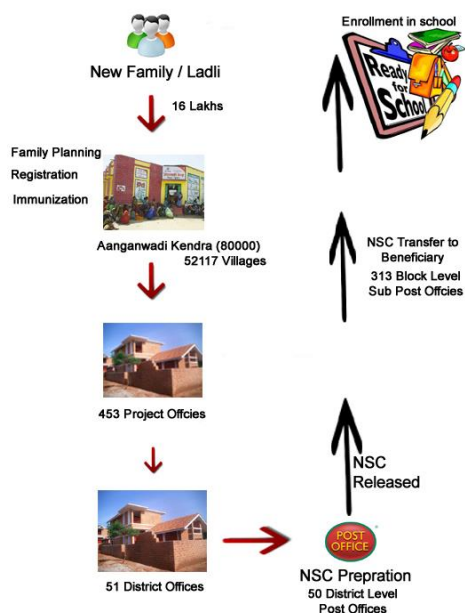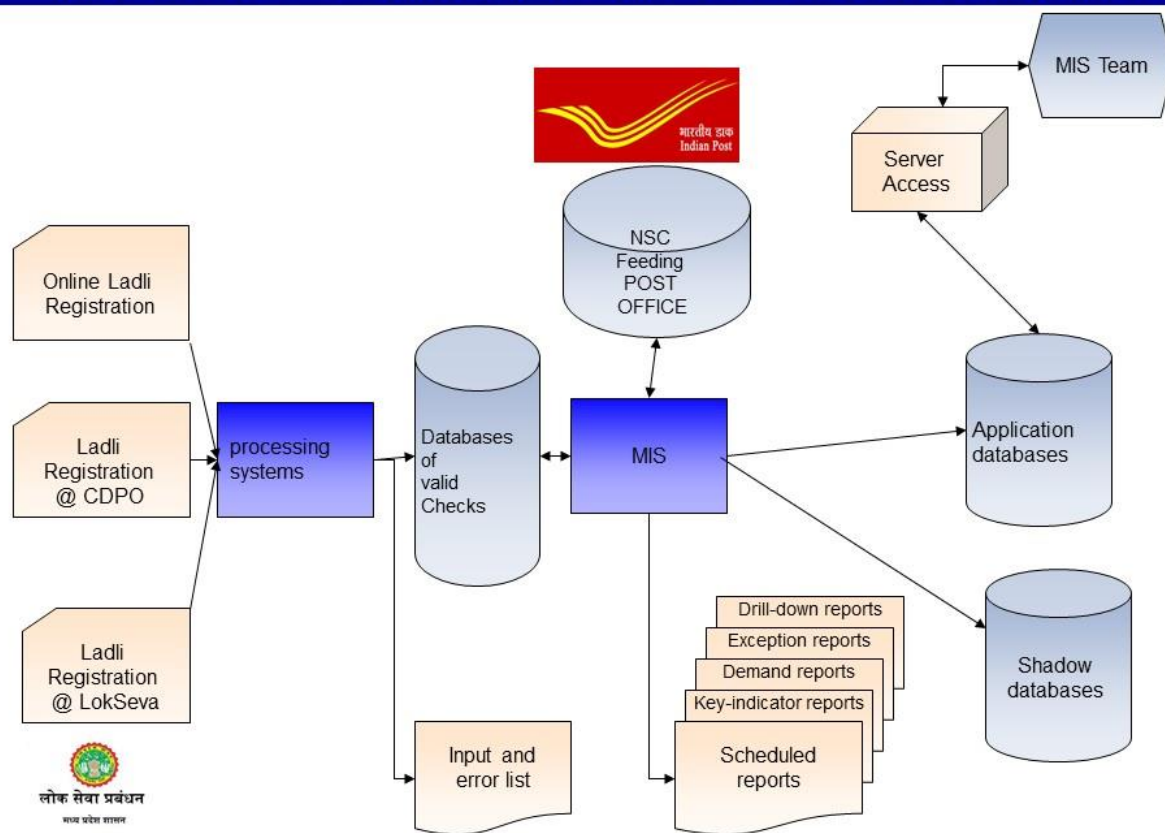
Extent of ICT enabled services

S. No.	Services Rendered	e-Ladli	Current status (empowering Ladli)
1	Information on scheme	Limited information	Online.
2	Reporting services	Limited to activity monitoring	Online
3	Retrieval of reports	Only physical and financial progress.	Ease of retrieval at every tier. Segregation of reports beneficiary /village/project/block/district wise.
4	Floating	Absence of flexibility	On Google search
5	Development of instruments	Manually done and fed to panel	Exclusive panel to department of Posts for online data feeding for accuracy.
6	Communication	No alerts	Through SMS for expeditious service.
7	Linkages	No connectivity	Through mobile applications.
8	Feedback/ support system	Non-compliant	Online through help line desk.

9	User friendly system	Not fully supported to regional language (Hindi)	Available in Hindi for bettering the outreach.
10	Tracking on development indicators	No panel	All the indicators related to development and empowerment of girl child is tracked online.

4. Strategy Adopted

(i)   The details of baseline study done

In just a couple of years of its implementation, the scheme resulted in huge responses. It delivered good results even in certain pockets where patriarchal system persists. Huge responses had resulted in registration of thousands of families with the scheme causing delays in processing the applications. Enactment of e-Ladli had however, eased down the process of registering cases and reducing the pendency, but, the families registered with the scheme also complained about delays in receiving benefits of the scheme. A series of queries and complaints were registered about pendency of the applications and rejection. The *Empowering Ladli* was confined to only assessing the physical and financial progress with limited technological interventions. On the other hand, *Empowering Ladli* is designed with a view to ensure socio-economic empowerment of girl children with long term goals. It is unlike any other citizen centric scheme where one time support is given and counted as a service delivery. It is not like paying electricity/telephone bills or giving information, but it is more about developing the most precious human resource to build the society and the nation. Hence, it was critical to ensure that the services are delivered timely.

In order to understand the situation and scope of services to be rendered by e-Ladli, and enactment of *Empowering Ladli*, a snap survey was conducted. The objective of the survey was to assess the existing system of data processing and filling the gaps if any by developing a sustained model using e-governance process.

The snap survey was focused on understanding the efficiency of existing e-Ladli system on delivery time of services, comprehensiveness of reach of existing delivery system, possibilities of tracking of girl child on development indicators and assessing the efficiency of outputs. Some of the key findings are:-

- e-Ladli has been effective in improving the efficiency of the system.
- e-Ladli was effective in providing information on physical progress made and financial implications.
- The families in large number are applying to access the benefits of the scheme.
- e-Ladli improves the efficiency of the implementers.
- e-Ladli does not support the latest communication technology like mobile applications, android and IVRS.
- The feedback management system was not supported by technology.
- Complaints with regard to development indicators were not being properly addressed by the existing e-Ladli.
- Providing timely interventions and its tracking was not being done.
- Keeping manual records on development indicators became difficult.

Based on the result of snap survey, it was observed that the delays in tracking girl child and providing timely interventions were not due to lack of support of implementers, but was due to huge response from the community for the scheme and due to limited e-enablement of the scheme. It was also

becoming difficult to supervise each indicators manually to address the need of providing timely intervention. Based on these experience and the appreciation received from the community to the scheme have led the management to introduce a new smart *empowering Ladli* to bring transparency, credibility, reliability and ease down the process of tracking. Inclusion of *empowering Ladli* has made the process easy to supervise the chronological growth of each girl child and enabled management to track her on development indicators.

(ii)   Problems identified

Snap survey of the scheme provided a clear vision to the management on the grey areas where the system needs to be fine tuned. Some of the areas where the problem persists were:-

- **Data Analysis:-** The existing e-Ladli does not support the management in analyzing the data on qualitative results. It also was not effectively addressing the emergent need of tracking the financial instruments provided in the name of each Ladli as the system does not have any panel to support these indicators.
- **Huge turnaround**: - Positive responses from the community have resulted in huge volumes of applications at the village, Project Offices, District Offices and the State Unit. The system does not address the need of data validation, its authentication and no methods to track the instances of migration and or duplication arise due to shifting of families from one Project Office to other.
- **Difficulties in supervision**:- Increased awareness about the scheme has given the opportunity to the community to register their girl child with the scheme. Resulting in increased number of Ladlis. Since each Ladli was to be tracked on development indicators to ensure holistic empowerment it was difficult to check the records of each Ladli technologically as the existing e-Ladli does not have any system.
- **Difficulties in managing Records**: - As the number of Ladlis was increasing day by day and the management was receiving huge queries from the public, it was becoming difficult to keep records of each Ladli and queries on existing e-Ladli. Also there were no back up of records in case the data was lost or destroyed. Since the scheme involved huge financial implications in the long run, there was a need to keep records updated. The need of *empowering Ladli* was automatically generated.
- **Validation of records: -** The snap survey also pointed out the need of data validation. During the survey, it was observed that some families registered under the scheme migrated due to search of employment and were not claiming any services of the scheme or had shifted to other place with different administrative control and accessing benefits of the scheme from the new Project Office. This had led in creation of duplication in either Project Office. This was a serious problem that needed to be addressed on an urgent basis to ensure that the benefits were received by the same Ladli.
- **Tracking Ladli :-** The scheme was initiated with an objective of improving the sex ratio thereby reducing the gender inequalities and ensuring the holistic empowerment of girl child in the long run. More significantly, the scheme is designed to improve the human development index.

It is unlike any other citizen centric scheme where one time input/benefits are given to one citizen and counted as services. The scheme lays emphasis on giving series of inputs/benefits to one citizen (girl child) and ensures her survival. Hence, there was a need to track whether the girl child registered with the scheme is receiving the benefits due to her in time or not. The scheme functions on life cycle approach and provides inputs in different tiers of her life. Since the existing e-Ladli system does not support to capturing the data on development indicators to ensure chronological growth of the girl child, it was becoming difficult to handle manually, as the numbers of Ladlis were increasing at a fast pace. Each Ladli had to be provided instant benefits in the form of immunization, health checks, and nutritional supplement at regular intervals and to know which Ladli received what benefits would be difficult. The tracking became more complicated since each Ladli was in different tier of her growth.

(iii)   Roll out/implementation model

To make the scheme effective and result oriented the management decided to introduce an ICT enabled governance model to fast track the system and make it more responsive and demand driven. The process of developing *Empowering Ladli* was as under:-

Developing *Empowering Ladli* with improved technology

Numerous discussions were held with senior officials involved with the initiative and a team of professionals including system analysts, developers and professionals with expertise in data base management and administration. There was a brainstorming on developing an effective e – tracking which would enable the management to capture huge population and provide solutions on multiple development indicators. The system should also be effective in compilation, filtration and calculation of financial incentives. It was also decided to have a system which was responsive, dynamic and easy accessible to all citizens. The focus was on designing a credible, reliable and accurate system to ensure transparency.

### Major Parameters of *Empowering Ladli*.

After detailed discussions with stakeholders to specify gaps and constitution of core group of experts for need analysis and suggestions, the parameters adopted were:-
- Focus on designing credible, reliable and accurate system.
- Emphasis on flexibility, transparency and easy access
- System to be responsive at both ends.
- System to be easily accessible to all citizens.
- Selection of system with efficiency to capture huge population.
- Prone to capture data on development indicators.
- System to be dynamic in nature.
- Inbuilt SMS facility.
- Prone to mobile applications.
- Piloting with trial & error and learning by experiences.

(iv)   Communication and dissemination strategy and approach used

Huge campaigning has been undertaken to publicize the scheme by way of creating hoardings, trainings, awareness programs and communication through various print and electronic media.

The detailed communication strategy for *Empowering Ladli* is as follows:-
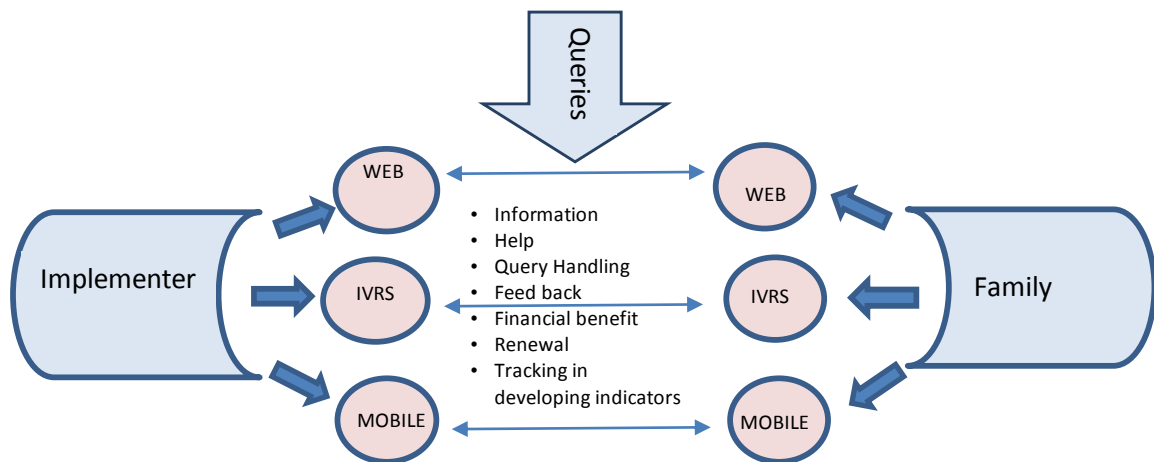
5. Technology Platform used :-

(i)   Description

The Technology

The web based MIS at **www.ladlilaxmi.com** has been developed by using ASP.Net technology. This technology drastically reduces the amount of code required to build large applications. It has built-in Windows authentication and per-application configuration making all applications safe and secured. The ASP.Net technology provides better performance by taking advantage of early binding, just-in-time compilation, native optimization, and caching services right out of the box. The ASP.NET framework is complemented by a rich toolbox and designer in the Visual Studio integrated development environment. WYSIWYG editing, drag-and-drop server controls, and automatic deployment are just a few of the features this powerful tool provides. Provides simplicity as ASP.NET makes it easy to perform common tasks, from simple form submission and client authentication to deployment and site configuration. The technology itself monitors the pages, components and applications running on it. If it notices any memory leaks, infinite loops, other illegal activities, it immediately destroys those activities and restarts. The distinction between the technology used for e-Ladli and *empowering Ladli* is as under:-

Details	e-Ladli	*empowering Ladli*	Distinction
Technology	ASP.Net	ASP.Net, JQuery, AJAX, MVC, Windows Service, Web Services	Efficiency of linking with other portals like Lok Seva , able to work faster, Secured Data
Processor	Intel Xeon Dual-core - 2.0GHz - Single Core	Intel Xeon X3440 Quad-core - 2.5GHz - 4 Core	Fast and speedy Processing
RAM	2GB	RAM : 4GB DDR3 ECC	ECC RAM helps to resolve errors at run time
First HDD	200GB SATA	500GB SATA	Storage
Port Speed	10MBPS	100MBPS	For speed data
Bandwidth	500GB	5000GB	For Maximum users
Operating System	Windows 2003	Windows 2008 Web R2 (64bit)	Secured and more capacity
Database Software	Microsoft SQL Server 2008 Express	Microsoft SQL Server 2008 Express	
IP Addresses	4 Ips	8 Ips	
Backup	NIL	NAS/Backup : 5GB NAS	Provide timely backup
Android	No Android Enabled	Android Enabled System	For Mobile Users

(ii) Interoperability

Empowering Ladli functions on ASP.NET technology. It supports COM component architecture. COM components have different internal architecture from .NET components; hence they are not innately compatible. *Empowering Ladli* built its applications on COM objects for their middle tier services, since one cannot write off the INVESTMENTS on these solutions. That is, to migrate to ASP.NET there needs to be a way for the new ASP.NET Web pages to use the old, legacy COM components.

In order to have a COM component used through an ASP.NET Web page, a Runtime Callable Wrapper (RCW) is being used. The RCW translates specific calls from the ASP.NET Web page into COM-specific invocation requests on a COM component. When using RCWs, our ASP.NET Web page is talking to just another .NET component instead of talking to a COM component.

The following graphic depicts the RCWs role. On the left is the .NET Application. The legacy COM component on *Empowering Ladli* supports ASP.NET Web page to work with. In the middle sits the RCW, which accepts incoming requests from the ASP.NET Web page, translates them so that they can be handled by the COM component, and then passes them onto the COM component. Essentially, the RCW acts as managed proxy to the unmanaged COM component.
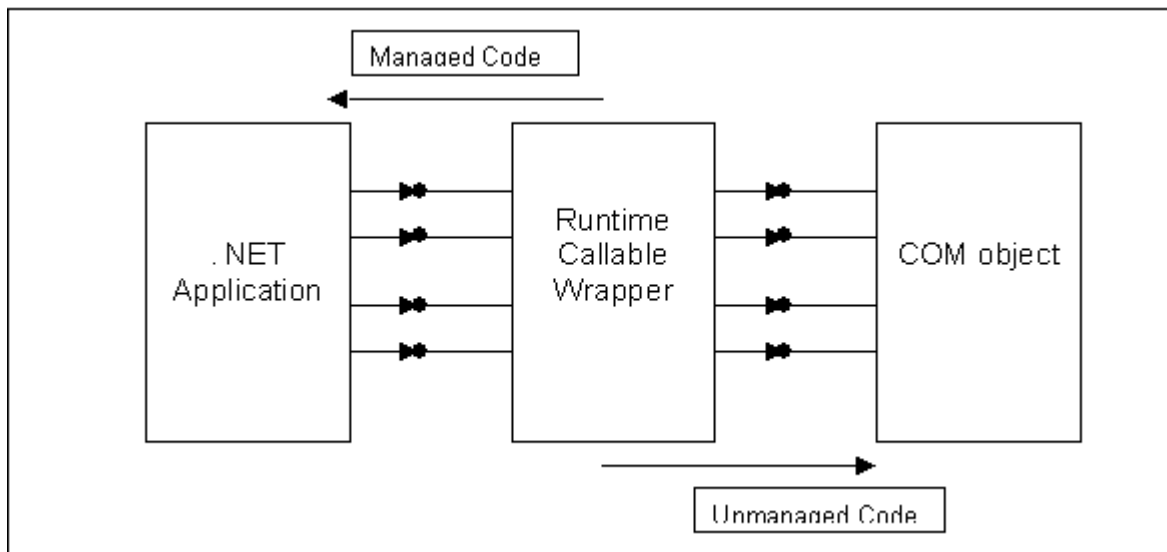
Every method call goes onto RCW and not the object itself. RCW manages the lifetime management of the COM component.

(iii) Security concerns

The website follows an extremely cautious approach when it comes to collecting personal details / information about the beneficiary. The information fed in the system is not disclosed to anyone for any purpose. No Cookies can be transferred onto the visitor's site. The database is maintained in SQL Server 2008 R2., other security hardware and firewalls used. The information is placed in public

domain for checking and verification, however, change in data base is exclusively done through the access centres by field functionaries.

MS SQL Server 2008 R2 Microsoft SQL Server 2008 R2 is used for effective configuration management, strong authentication and access control, powerful encryption and key management capabilities, and enhanced auditing. SQL Server 2008 has been audited for HIPAA and PCI Data Security Standard Compliance, and SQL Server 2008 Enterprise completed Common Criteria IT security evaluations at the Basic Assurance Level EAL1+ and at Evaluation Assurance Level EAL4+ with compliance

The MIS is secured with passwords. Separate passwords were assigned to each project data centres and other centres so that the access in the project domain by any other user would be denied. The distinction between e-Ladli and *Empowering Ladli* on security concerns are as under:-

Details	e-Ladli	*Empowering Ladli*	Distinction
Firewalls	No Firewalls	Microsoft Windows Firewall	secures from unauthenticated user
Encryption	No Encryption	2048 BIT Encryption level	Data encryption
Malware	No Malware Monitoring	Malware Monitoring Solutions	Secured from malware
Phishing	No Phishing Detection	Phishing Detection Alerts	Secured from phishing

(iv) Any issue with the technology used

The present technology for *Empowering Ladli* uses SQL SERVER 2008 R2 Express which has Maximum memory utilized (per instance of SQL Server Database Engine) 1 GB. Now as the target audience is increasing rapidly with an annual growth of around 3 Lacs there is a need to upgrade this to SQL SERVER WEB Edition. Also the existing system used for *Empowering Ladli* need to be upgraded for expanding the extracurricular services like alerts for birthday, renewal of NSC's etc.

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

Selecting a good Hosting provider requires multiple considerations like Core hosting expertise, best in class infrastructure, Reliable, Customizable Offerings and Transparency in hosting environment, Cost efficiency and a Robust Service Level Agreements. Keeping this in view a service level agreement was done with Z-Net India. This SLA guarantees quality server servers which provide world class infrastructure that translate into great reliability and uptime. The SLA ensures that the network will be available 100% of the time in a given month.

Network uptime includes functioning of all network infrastructure including routers, switches and cabling, but does not include services, daemons, software running on your server, or hardware failure on a server. Network uptime means the network itself will be up and available. In situations where a client runs a cluster or redundant server they can take advantage of the 100% uptime guarantee by eliminating a single point of failure in their hardware.

The SLA guarantees that the critical systems, including power and HVAC, will be available 100% of the time in a given month, excluding scheduled maintenance. If downtime is less than 60 minutes then 5% of the monthly fee will be refunded. This ensures the cost and service effectively also.The SLA also provide hardware guarantee.

6. Demonstrate innovative use of ICT for development (Give details about use of new and emerging technology, innovative usage of ICT for process change to improve quality of life /organizational effectiveness, relevance of technology to provide the service)

Use of new and emerging technology

The technology used for *empowering Ladli* provides an opportunity to the government to make the scheme client oriented and demand driven. It is a unique portal which is responsive for both i.e. for the government and for the end user. The application has facilitated the government to incorporate mobile applications and IVRS for extending the outreach and making it convenient for the user. The user now can access the information about the scheme through using mobile phones thereby reducing the cost incurred by the user on travel and lodging, boarding. It also has saved time invested by the user for availing the scheme benefits. ASP.NET technology used for *empowering Ladli* is adaptable to every condition and can be linked with other e-Portals of organizations and institutions functioning for similar cause.

empowering Ladli is uniquely designed on Google base with lots of panels on board. It also provides a complete helpline desk for the user for any queries/information at times.
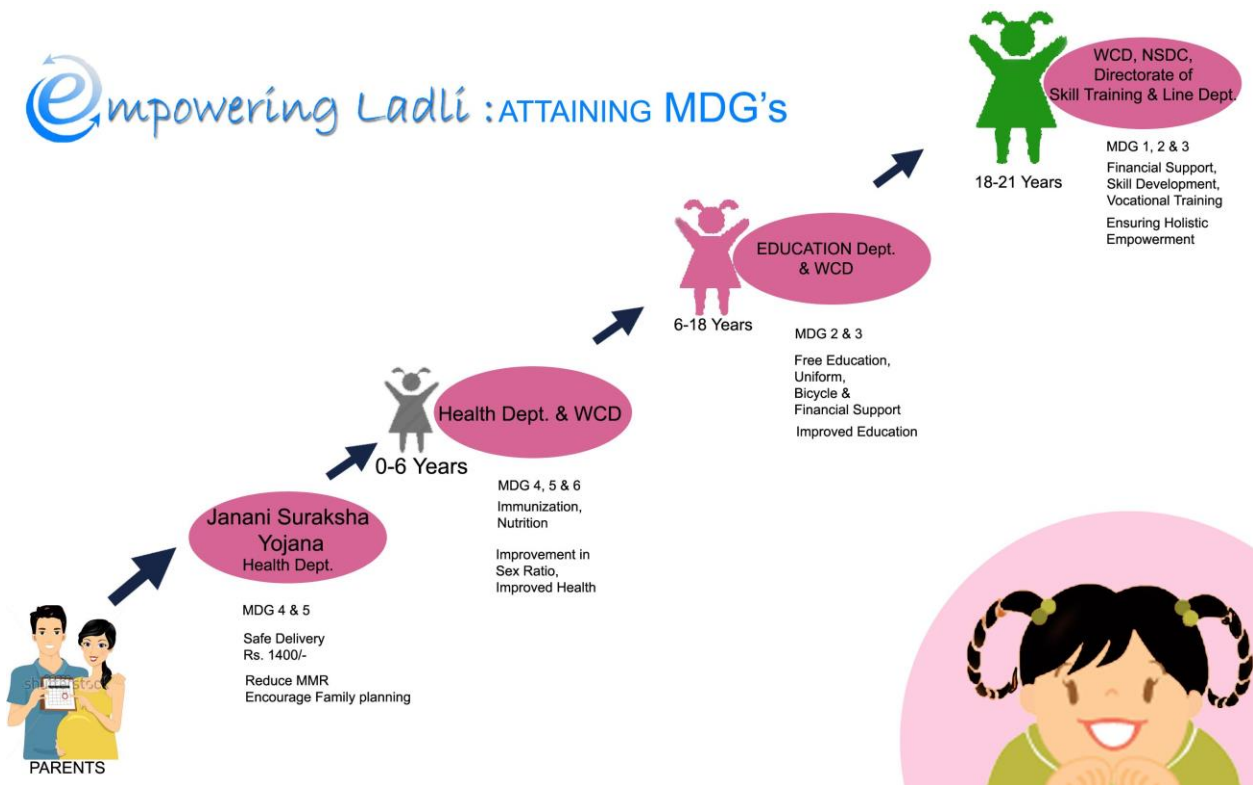
The designed system is easy to handle and can be operated by any citizen/user with ease. The system is available in Hindi for better interface with the end user. The form once fully filled is fed in the data base by the trained operators in the project office to avoid discrepancies. The MIS has a band width of 3500 GB enabling enormous space for the user. The disabled people also get the information at his/her doorsteps through SMS and with use of mobile applications.

Innovative usage of ICT

Quality of Life

The *empowering Ladli* Portal is one of its kinds and unique in the sense that it focuses on the life cycle approach of the girl children till 21 years of age and tracks all possible indicators like health and education of every Ladli. Beneficiaries from her birth till she attains 21 years of age. She is continuously been tracked for nutrition, vaccination, education and whether financial instruments are issued timely and renewed. This panel provides the opportunity to implementers to intervene on the areas where the beneficiary needs support.

Empowering Ladli enables the government to ensure socio-economic empowerment and development of the girl child for better quality of life as follows:-

Organizational Effectiveness

Empowering Ladli has increased the efficiency of the government. It has provided the opportunity to track the girl child and provide interventions in her different stages of development. It has reduced the time of delivery of services and develops the credibility and reliability of data which were prone to errors due to manual feeding. The monitoring of girl child has become easy.

Information available on the portal:-

- Yojana Specification
- Aavedan Form
- Circulars Details
- POST Office Area for NSC Entry
- Online Helpdesk
- Technical support
- Time to time Technical & Administrative training at every level

- Separate login for better security.
- Better data management by update option at Project level.
- Transfer of application option provides convenience and benefits due to sanctions of new projects to increase the reachability.
- Google Analytics has been hired.
- *empowering Ladli* provides information on immunisation, family planning, school enrolment etc. of each girl child. It makes the system easy to track the girl child in different stages of her development process.
- *empowering Ladli* provides information on financial instrument, date of renewal, search operations village wise/block wise/ district wise, automatic message generation to beneficiary for renewal of instrument, personal information related to beneficiary's eligibility etc.

7. Citizen Centricity (Give specific details on the following)

The LADLI Portal (http://www.ladlilaxmi.com can be accessed by any citizen from home, internet cafe and through Common Service Centres (CSCs).

The popularity of the scheme has helped in wider coverage and inclusion of thousands of families resulting in numerous applications and queries. It was hard for the implementers to respond timely to each queries and processing all the applications with limited manpower. *Empowering Ladli* now facilitates the government in tracking each girl child on multiple development indicators and assessing the impact of the scheme. *Empowering Ladli* now also derives the status of each girl child in her different stages of developmental growth.

The MIS is designed inclusively with online option panel. The user can use the panel to access information on scheme, feed suggestions and ask for responses on queries. The help line desk facilitates with easy options for the users. Once the ticket is generated the user receives information from the concerning authorities.

The online MIS is now established at every tier of implementation. The reach is now extended to 10 divisional headquarters, 50 districts, 453 project offices, and to all centres functional under LOK SEWA GUARANTEE ACT. The information on the scheme can be accessed by any citizen at any given point of time in one click. The scheme provides information on financial instrument, date of renewal, search operations village wise/block wise/ district wise, automatic message generation to beneficiary for renewal of instrument, personal information related to beneficiary's eligibility etc.

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

The scheme initially was implemented through existing network of field functionaries and the data was compiled and computerised at the district. The initial implementation of e-Ladli was confined to assess physical and financial outputs with limited options. The user had to travel a lot, spend more on stay for updates on the status of the case.
The web based MIS is uniquely designed to cater to data processing and is a useful tool for the user to handle queries in time and sending the responses at their doorstep. Establishment of project data centre has ensured user convenience

## (ii)   Feedback/grievance redressal mechanism

The existing e- Ladli had several drawbacks with regard to addressing complaints/queries, providing first-hand information on the scheme & its benefits. Secondly, there was no such powered mechanism to monitor the progress. Thirdly, ensuring timely disposal of the cases was critical. Introduction of *Empowering Ladli* has enabled to provide expeditious services to the end user in time. Help Desk is one of the critical panel on the board that has led convenience to the end user.

Help desk can be used by any citizen who requires redressal of complaints/queries etc. The built in system ensures that the complaints/queries are disposed timely by the use of technology. The technology automatically tracks and pursues the status of query with the concerned authority.
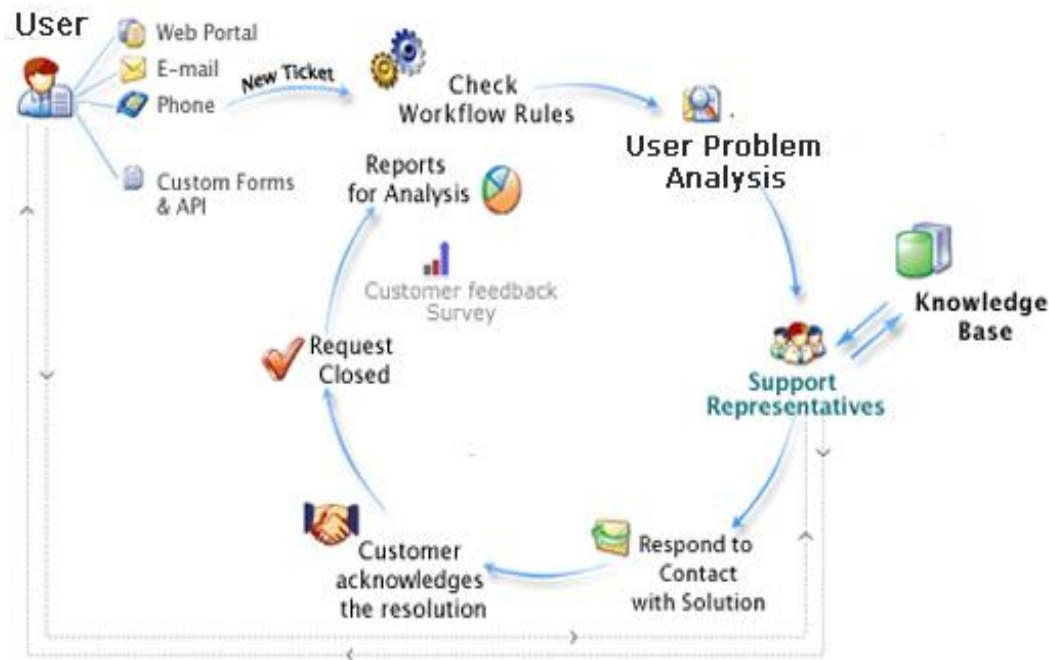
The help desk functions in the following way:-c

     a. Registration and generation of ID (ticket no.)
     b. Problem analysis
     c. Sorting with knowledge base with support team
     d. Response & acknowledgement
     e. Closure of Request.

Help Desk
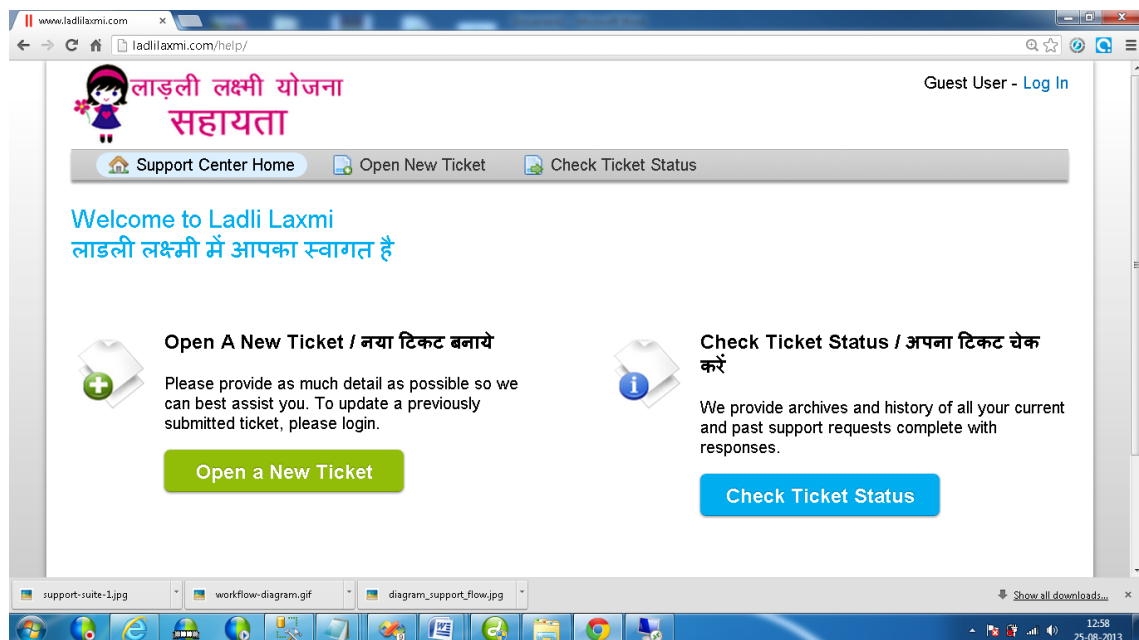
Ladlilaxmi Yojna
HelpDesk

A complete feedback/ support ticket system is available within the website for fast redressal of problems/queries. This is a single window system for users as well as for implementers.

The Help Desk is divided in 2 areas

User Area	Admin Area
User can submit the ticket and check the status of the ticket. User can set the priority of the ticket, like urgent, High, Medium and Low. The user receives an email with ticket number immediately after submission of the query. The status of change is communicated through email/SMS.	The Admin has a dashboard on which the Ticket summary is available, where the admin can view following types of tickets Overdue, Open, On Hold, Due Today, and Unassigned. Admin generates following reports:- At-a-glance (Customers, Groups), Summary (Agent ticket summary, Customer Satisfaction Report , Time Sheet Report, Group ticket summary), Load Analysis (Helpdesk Performance Analysis), Comparison (User Comparison), Top-N Analysis (User), Account (Import Data)

(iii)   Audit trails

It is necessary to keep track of what changes were made to the database, and by whom. An audit log is prepared regularly on feedbacks received, complaints addressed, etc.

(iv)   Interactive platform for service delivery

- The ASP.NET Web services interactive platform architecture
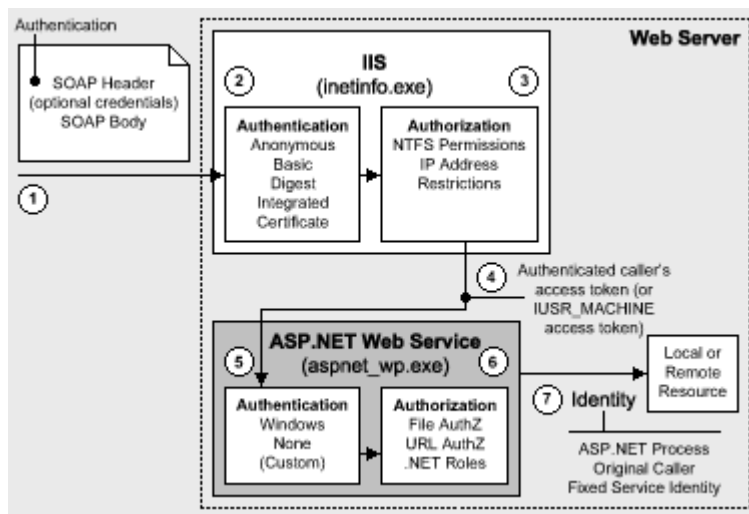
ASP.NET Web services interactive platform architecture

It illustrates the authentication and authorization mechanisms provided by ASP.NET Web services. When a client calls a Web service, the following sequence of authentication and authorization events occurs:

1. The SOAP request is received from the network. This may or may not contain authentication credentials depending upon the type of authentication being used.
2. IIS optionally authenticates the caller by using Basic, Digest, Integrated (NTLM or Kerberos), or Certificate authentication. In heterogeneous environments where IIS (Windows) authentication is not possible, IIS is configured for anonymous authentication. In this scenario, the client may be authenticated by using message-level attributes such as tickets passed in the SOAP header.
3. IIS can also be configured to accept requests only from client computers with specific IP addresses.
4. IIS passes the authenticated caller's Windows access token to ASP.NET (this may be the anonymous Internet user's access token, if the Web service is configured for anonymous authentication).

5. ASP.NET authenticates the caller. If ASP.NET is configured for Windows authentication, no additional authentication occurs at this point; IIS authenticates the caller.

   If a non-Windows authentication method is being used, the ASP.NET authentication mode is set to none to allow custom authentication.

6. ASP.NET authorizes access to the requested Web service (.asmx file) by using URL authorization and File authorization, which uses NTFS permissions associated with the .asmx file to determine whether or not access should be granted to the authenticated caller.

(v)   Stakeholder consultation

 Detailed discussions were held with all stakeholders at regular intervals to design, frame and operationalise the improved version of systems software. All the valid suggestions were incorporated in designing of the system. The scheme envisages huge volume of population and financial inclusion at times not only in terms of renewal of the instruments but also in terms of amount spent towards the education of the LADLI, utmost care was given to maintain the transparency and capturing the data on several development indicators to track the birth and effective development of girl child. The detailed consultation process is as follows:-

Stake holders	No of consultation	Areas for consultation (for extended *Empowering Ladli*)
Department of Women & Child Development	Frequently	Infrastructural support, technical support, Band width and connectivity support. Data feeding, compilation, need for up gradation, changes required, preparation of reports etc. managing data base. Training, sensitisation for behavioural change, resource management.
State data centre	06, need basis	Shadow Data securing,
Department of Posts	12, need basis	Validating instruments, renewal and online feeding.
MIS experts	Regular	Domain use, data processing, filtering, sorting, management, high Bandwidth for heavy traffic, fast core processors, all browser support etc.

An impact study was conducted to understand the reliability of technology and to what extent the technology has improved the delivery of services? The study reveals that:-

A. Tracking the girl child on development indicators becomes easy. It is now easy to provide timely interventions to each girl child for ensuring chronological growth.
B. The system enables the government to improve the quality of life of the girl child.
C. The use of technology has reduced time in resolving the queries/ complaints and according sanction on pending cases.

D. Instances of grievances which were not handled timely at one tier were automatically escalated to the higher tier and addressed timely.
E. The technology has reduced the financial burden on the families and the users due to less or no travel for the redressal of their queries/ status update on the applications.
F. Extended reach has also build a positive interface between implementers and target audience, thereby eliminating the instances of corruption.
G. The use of technology has improved the overall efficiency of the functionaries due to intense monitoring and instant vigil by the senior officers and policy makers.
H. The technology enables the system to extend the coverage even in the remotest / far distant places and observed considerable increase in ensuring the benefits to almost 100% eligible beneficiaries.

8. Adaptability and scalability (Give details about local language support, ability to leverage shared Government infrastructure, standardization of technology used – hardware, software, application etc.)

Empowering Ladli now, is a uniquely designed web based portal and is accessible to all citizens in one click. It is a platform from which every citizen and beneficiary family cannot only check their eligibility but also can track the status of their applications or any other inputs desired from the scheme. The technology used for *Empowering Ladli* has the capacity of storing enormous data and is also flexible to adapt new conditions emerging towards improved technology. The features of *Empowering Ladli* are:-

- **Local Language Support:-** *Empowering Ladli* is based on a platform that supports the local language Hindi. It has been developed on Unicode format where every user can use and access support from *Empowering Ladli* with ease.
- **Ability to leverage shared Government infrastructure:-**

Empowering Ladli is an emblem for tracking the girl children on multiple development indicators to ensure their holistic empowerment. *Empowering Ladli* captures the first hand information on the population that has potential for linking with e-governance projects of various organizations and Departments implementing schemes for the socio- empowerment of women. Even the data base developed through *Empowering Ladli* can be used by line Departments for optimizing their outputs. In recent times, every state is focusing on preparing Gender Budget to ensure equal participation of men and women for the overall well-being of the society. The data base can be useful for making sufficient provisions for their schemes.

Empowering Ladli has the potential for integrating it with e-governance projects of various organizations and Departments and can be used for designing their schemes, cross checking their data for reliability and for providing their specific interventions meant exclusively for the girl children. Following are the potential Departments with which *Empowering Ladli* can be integrated:-

Department/Organisation	Extent of integration
Department of Health	- For data validation on immunisation, mal nutrition. - Designing specific interventions to improve the health status of girl children. - Making specific provision for gender in their schemes.

Department of Education	• Status on enrolment of girls in school. • Dropout rate of girl children • Making specific plans for improving girls education • Making sufficient provision in gender budget
Department of Rural Development	• Making budget provisions for skill development of girl children for their economic empowerment • Framing unique employable scheme for girl children covered by *empowering Ladli*
Skill Development Department	• Creating employment/self-employment opportunities for girls benefited by *empowering Ladli*
Organizations implementing women empowerment projects	• Firsthand information on availability of girl children of different age to plan and provide interventions there upon.

- ## Standardization of technology used:- Hardware , Software and Applications

empowering Ladli functions on Intel Xeon 3440 (Intel Xeon 3440) server which enables scheme speed up processing :huge number of users can access the portal. The system uses limestone data centre and Window Web Sever 2008 R2 operating system. It has Intel Xeon X 3440 Quad – core processor with 2.5 GHZ-4 Core. It has a band width of 5000 GB with a speed of 100 MBPS. The hardware used for hosting *empowering Ladli* has an enormous capacity of 500 GB SATA for data storage.

e- Ladli is based on SQL server 2008 R2 datacentre to create high end memory and supports 256 logical processors. The server used for e- ladli is extremely handy for running a real time system and create space for analysing data and cannot afford the latency of a committed write to a table first. It facilitates monitoring multiple inputs streams simultaneously.

e – Ladli manages all the core data sequentially. The server has the capacity to centrally store and manage all the data required for tracking the girl child for her overall growth. e – Ladli has an amazing feature of power pivot for share point. It is an end user tool and processes and analyses large amount of data in seconds. The data is generated in Unicode and further reduces the disk space

The designed system is easy to handle and can be operated by any citizen/user with ease. The system is available in Hindi for better interface with the end user. The form once fully filled is fed in the data base by the trained operators in the project office to avoid discrepancies. The MIS has a band width of **3500 GB** enabling enormous space for the user. Disabled people also get information at his/her doorstep through SMS and with use of mobile applications.

The web based MIS at **www.ladlilaxmi.com** has been developed by using ASP.Net technology. This technology drastically reduces the amount of code required to build large applications. It has built-in Windows authentication and per-application configuration making all applications safe and secured. The ASP.Net technology provides better performance by taking advantage of early binding, just-in-time compilation, native optimization, and caching services right out of the box. The ASP.NET framework is complemented by a rich toolbox and designer in the Visual Studio integrated development environment. WYSIWYG editing, drag-and-drop server controls, and automatic deployment are just a few of the features this powerful tool provides. Provides simplicity as ASP.NET makes it easy to perform common tasks, from simple form submission and client authentication to deployment and site configuration. The technology itself monitors the pages, components and applications running on it. If it notices any memory leaks, infinite loops, other illegal activities, it immediately destroys those activities and restarts.

9. Adaptability Analysis

(i) Measures to ensure adaptability and scalability

Empowering Ladli is a flexible technology and adaptable to every condition. It has the capacity to store data in huge volumes. It has the ability to analyses the data and generate reports for the management for suitable actions. *Empowering Ladli* tracks the information on multiple indicators and has the capacity to scale up by adding other panels on board. *Empowering Ladli* envisage an annual increase of over 3 lacs Ladlis. These targets can easily be added on the panel and services are delivered timely. The data and services tracked by *Empowering Ladli* can be used by other departments like Health, Education and Rural development for linking the beneficiaries to their schemes. The data can be used by all agencies involved in women development.

(ii) Measures to ensure replicability

Empowering Ladli is an innovative portal that provides every possible information and stages of growth of the target audience i.e. the girl child. It is now easy to track each girl child in different stages of development. This system can be replicated in all schemes where long term tracking is required. Various agencies/departments/institutions implementing schemes with long term goals can easily use this initiative with ease. The government has already linked this initiative with Lok Sewa Guarantee Act. The data generated through *Empowering Ladli* is useful for all departments/agencies/institutions which are functioning for similar objectives of empowering women.

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

Empowering Ladli portal is developed with an objective of empowering women in the long run. It captures the data of the girl child from her birth to 21 years on various development indicators. The technology used in designing *Empowering Ladli* is adaptable to any condition and is scalable on quantitative and qualitative indicators. However, there is a need to make projections with regard to number of services rendered and a projection of prospective clients. This will provide the opportunity to implementers in assessing the requirement of cache and memory for the server and hosting solutions.

(iv) Risk analysis

ASP.NET technology used for hosting *Empowering Ladli* is based on SQL Server 2008. It increases the efficiency of the system in generating large number of reports and data analysis in huge volumes. The efficiency of this technology can be enhanced further by using large cache to capture voluminous data.

10. New models of service delivery (Give details about type of partnership model use, links to / supported by public/private organization links provided to relevant website etc.)

Empowering Ladli , presently has been integrated with e-governance projects of Department of Posts & Telegraph for ensuring secured, systematic and timely benefits to beneficiary and, with Lok Sewa Guarantee Scheme for ensuring transparency, reliability and credibility of the project. The extent of integration with these Departments is as under:-

Department	Extent of Integration	Link
Department of Posts & Telegraph	Tracking of financial instruments (NSCs) for its preparation, renewal and delivery to beneficiary family.	http://ladlilaxmi.com/POSTOFFICE/nsclogin.aspx
LokSewa Guarantee Act.	Ensuring timely delivery of services. It has been mandatory to resolve any case within 30 days from the receipt of application, queries etc.	http://www.mpedistrict.gov.in/login

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

(i) Volume of transactions processed

Inclusion of *empowering Ladli* has impacted upon volume of transaction processed. It not only has reduced the time but also has expedited the process of providing timely interventions due to each ladli. The critical feature of *empowering Ladli* is tracking girl child on development indicators to ensure her holistic empowerment in order to build when self-esteem and access her capabilities in the overall development of the society. The scheme involves huge volume of financial benefits to be transferred to the beneficiaries at the time of maturity. This could not be effectively addressed in the previous version of *empowering Ladli* as it did not have any separate panel on tracking the financial instruments (NSCs). The improved version of *empowering Ladli* now has the specific panel on tracking the financial instruments and has a proper linking with the Department of Post for ensuring the expeditious delivery of instruments. The details of transaction processed through *empowering Ladli* are as under:-

A. Financial Transactions

Year	No. of Ladlis	Amount Paid	Amount Receivable [@Rs. 118500/-] (Rs. In Crs.)
2025-26	40854	30000/-	484.11
2026-27	186803	30000/-	2213.61
2027-28	213874	30000/-	2534.40
2028-29	305228	30000/-	3616.95
2029-30	380260	30000/-	4506.08
2030-31	318912	30000/-	3779.10
2031-32	280585	30000/-	3324.94
2032-33	75881	30000/-	899.18 (Till July 2014)
Total	1802397	240000/-	21358.40

B. Physical Transactions

LadliLaxmi Scheme besides improving the sex ratio aims at empowering the girl children in the long run. The approach is to improve quality of life of the girl child so that she can contribute to the family and the society. This lead to tracking each girl child on number of indicators for ensuring her concurrent growth. The details of volume of transactions to be tracked and processed through *empowering Ladli* are shown on next page :-

Description	Results on objectives	Process indicator	No. of service rendered for each girl child
Registration of eligible girl Child	Preventing female foeticide	Tracked once the registration is done.	1
Family Planning	Combating with gender imbalances. Improving sex ratio and controlling population.	No. of parents adopted family planning segregated by gender.	1
Immunization	Ensuring safe health for healthy upbringing	No. of vaccination undergone at regular intervals.	12
Nutrition	Ensuring good health	No. of visits in Aanganwadi for nutritional supplement and health check measurements.	Weekly till 6 years of age.
Education	Ensuring primary and secondary education	No. of girl children going to school	12 till class 12th
Scholarship	For improved education	No. of scholarship received by the girl child	25
Financial incentives	Ensuring economic empowerment	No. of NSCs issued and renewals	15
Total interventions to be tracked for each girl child			388

The above table clearly indicates that each girl child will be tracked 388 times to ensure sustainable growth. As of now over 18 lacs Ladlis are registered with the scheme. This means that total volume of transactions would be around 698.40 million. This volume will further increase as it is a continuous scheme and around 3 lacs Ladlis are registering with the scheme annually.

(ii) Coping with transaction volume growth

The project aims at covering every eligible girl child born on or after 1 April 2006. The average annual coverage of eligible girl children in the project is over 3 lacs. The project in the beginning had covered only over 40 thousand beneficiaries due to lack of awareness and patriarchal mindset. However, due to extensive campaigning and sensitisation the coverage started increasing substantially later. From the inception to till date over 18 lacs Ladlis have been benefited by the project. The project has its outreach across the state and spread to 50,000

populated villages in 51 districts. The coverage of *Empowering Ladli* for tracking the targeted population is increasing regularly. The coverage details are as follows:-

Volume of Transactions								Total
2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15 (Till June 2014)	
40854	**186803**	**213874**	**305228**	**380260**	**318912**	**280585**	**75881**	**1802397**

Looking to the volumes of data to be processed, *Empowering Ladli* covers the information on each Ladli through following network:-

S. No.	Centres	No	Coverage of targeted population through *Empowering Ladli*
1	State Data & Support Centre	1	*Empowering Ladli* functions on following:- **A. Informative** Information on scheme, eligibility criteria, changes, coverage, feedbacks on queries/ suggestions, status on applications, sanctioned cases, reasons for rejection of applications etc. Every document is availableonline.
2	Divisional Data & support Centre	10	
3	District Data & Support Centre	50	
4	Project Data & Support Centre	453	
5	Access Centres	Over 3000	**B. Tracking on development indicators** Tracking girl child on development indicators for achieving the goal of socio-economic empowerment of girl children by ensuring timely benefits and services.
6	Centres through Lok SEWA Guarantee Act	All	**C. Tracking financial benefits** Instant tracking of financial benefits and pin pointing the location for delays on preparation, renewal and distribution. **D. Problem solving** *Empowering Ladli* is responsive to public. A help desk is created for query handling and resolving issues pertaining to the scheme. **E. Eligibilty Check** *Empowering Ladli* has the option which provides the beneficiary family to check the eligibility for their girl child. It has enabled the management to reduce the chances of error and rectification subsequently.

(iii) Time taken to process transactions

The improved version of *Empowering Ladli* has enabled the management in reducing the time to process the transactions. It has improved the efficiency of the management not only in processing the applications, its sanction but also it has given the opportunity to provide timely services on

each development indicators. The process of tracking each girl child on various indicators to ensure holistic empowerment in the long run becomes easy. *Empowering Ladli* has enabled each stakeholders to ensure time lines of each service delivery and made them responsive.

(iv) Accuracy of output

The existing *Empowering Ladli* system was confined to collection and compilation of physical and financial data. However, the services were being provided and tracked manually. Filling of forms manually was prone to errors and was difficult to track. The errors, if any, could not be corrected unless it was been brought to the notice by the citizen or by any of the stakeholders. These errors were causing delays in according sanctions and delivery of services.

Empowering Ladli now enables the management to fast track the process of registration, sanction and delivery of services. The errors can be seen and resolved instantly. *Empowering Ladli* is providing all related information about the scheme on its panel and has a provision of eligibility check on board to ensure accuracy on the data provided by the beneficiary. The provision of Quick Response Code (QRC) has increased the efficiency of outputs and its validation. The interventions on development indicators are now tracked and provided timely.

(v) Number of delays in service delivery

LadliLaxmi is a uniquely designed scheme which ensures holistic empowerment of the beneficiaries covered by it. The scheme functions on life cycle approach and numerous inputs are provided to each beneficiary. To achieve the overall goal of the scheme, it was critical to ensure that each service has been timely provided. The existing *Empowering Ladli* does not have the system to support tracking on critical indicators and hence it was difficult to assess the impact of the scheme on long term indicators. *Empowering Ladli* now has improved the delivery of services at the optimum.

12. User Convenience (Give specific details about the following)

Empowering Ladli is a portal designed to improve the efficiency of the management and to make the scheme result oriented. Focus is given to make it convenient for the user. It has been developed on Unicode format to ease the process and making it free from language barriers. Any user can access any information about the scheme through the portal and can track their status.

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

Empowering Ladli is providing all its services through web, email, SMS, and IVRS to all its stakeholders. The services are now provided online. A help desk has also been created to provide every possible help and making the complaint redressal system more effective. The web portal contains all the information on the scheme and has the provision of eligibility check on its panel. The user can check the eligibility with ease and access the support online. The user can get the support through emails. The entire e-governance is prone to mobile applications. The SMS alerts can be generated to the beneficiary on their mobiles.

(ii)   Completeness of information provided to the users

The user has been provided with all information about the scheme, its guidelines, amendments and eligibility criteria. It also signals the status of the user online and informs about the completeness of the applications. It also has an option for the user to track the stages of services required to be accessed for ensuring the qualitative empowerment of her daughter. The information provided to the users is:-

(iii)   Accessibility (Time Window)

The scheme is brought under the purview of Lok Sewa Guarantee Act which ensures the timely delivery of services to the user. It has now been made mandatory that the user should get the benefit within 30 days of stipulated time.

(iv)   Distance required to travel to access points

Empowering Ladli has been effective in reducing the travel time of the user. Earlier the user had to travel all the way from his/her respective village to the project office for checking the status of the application. Frequently travelling was required at every stage of service starting from filling the application form to its sanction, release of instrument and asking the benefits of the services. *Empowering Ladli* with its extended outreach has reduced the travel time of the user. The user now can access the status on the application through any internet café or any information kiosk under Lok Sewa Guarantee Act or through the *Empowering Ladli* centre.

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

Empowering Ladli has the facility of online/offline downloading and online submission of forms. Every information is placed on www.ladlilaxmi.com. The user can access the information and also get help from online help desk.

(vi)   Status tracking

Empowering Ladli is a complete web portal that enables the management and the end user to track the status of the beneficiary on eligibility, application status and on all development indicators. *Empowering Ladli* has separate panel on each indicators to ensure smooth and easy access to user. Different panel has been created for the management and the user as follows:-

Project Officer Panel

Empowering Ladli has a separate panel for administrative purposes for data feeding, compilation and keeping records on various indicators.
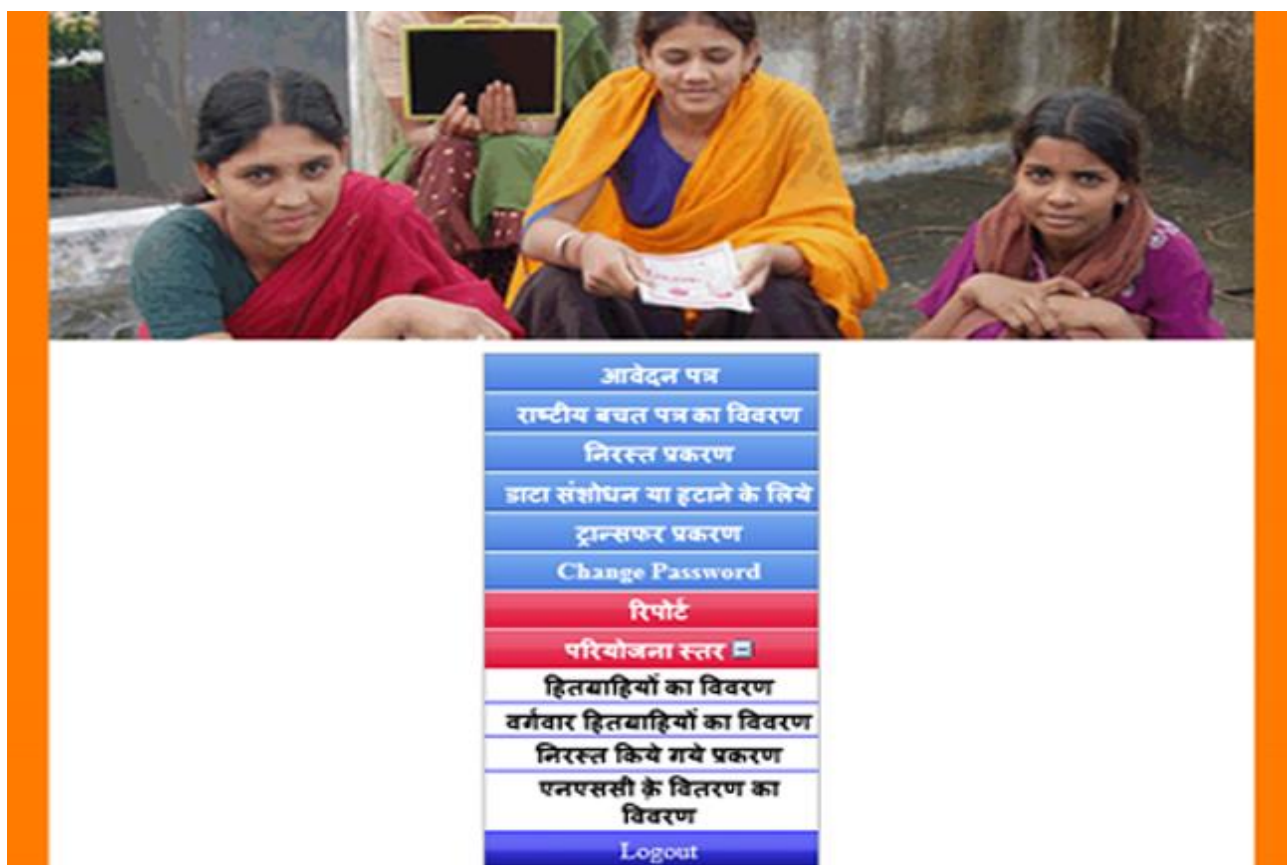
B. *Empowering Ladli* provides every detail and format for user convenience. Formats are uploaded to monitor each ladli on development indicators to ensure sustainable empowerment and

keeping concurrent vigil on the status on each indicator. The process of information is shown as under:-

Complete information of LADLI

Family Planning Details

<<Back

परियोजना [रयोपुर-2 ▼] [Go]   कुल रिकॉर्ड : 420815   परियोजनावार प्राप्त कुल रिकॉर्ड 296

बालिका का नाम	माता का नाम	पिता का नाम	बालिका कि जन्म दिनांक	पंजीयन दिनांक	बालिका आवेदन क्रमांक
कु. मनीष्ठा	श्रीमती समकथा	श्री पप्पू माली	9/16/2008 12:00:00 AM	11/17/2008 12:00:00 AM	90
कु. गिवानी	श्रीमती बादाम	श्री ब्रजमोहन	5/28/2008 12:00:00 AM	12/15/2008 12:00:00 AM	91
कु. ज्योति	श्रीमती कमलेता	श्री कन्हैया	3/7/2007 12:00:00 AM	12/15/2008 12:00:00 AM	92
कु. बीमा	श्रीमती मत्ला बाई	श्री जगदीश	3/9/2007 12:00:00 AM	11/22/2009 12:00:00 AM	94
कु. मुस्कान	श्रीमती विन्तोळा	श्री उमा शंकर	2/19/2007 12:00:00 AM	12/18/2009 12:00:00 AM	89
कु. पिंकी	श्रीमती धन्नी	श्री जुगराज	5/17/2007 12:00:00 AM	4/30/2009 12:00:00 AM	53
कु. बरसाना	श्रीमती मूर्ति	श्री जगदीश गुर्जर	12/30/2007 12:00:00 AM	8/12/2008 12:00:00 AM	40
कु. तमन्ना	श्रीमती तरी बाई	श्री गिर्जा	2/13/2007 12:00:00 AM	12/1/2008 12:00:00 AM	41
कु. रीना	श्रीमती छोटी बाई	श्री सुल्तान	4/24/2008 12:00:00 AM	12/1/2009 12:00:00 AM	42
कु. साक्षी	श्रीमती रेख्रा	श्री महेन्द्र	9/26/2008 12:00:00 AM	3/20/2009 12:00:00 AM	3
कु.आस्ती	श्रीमती विमलेता	श्री मुकेश	9/16/2006 12:00:00 AM	1/23/2010 12:00:00 AM	4
कु. करीना	श्रीमती मौसमी	श्री रामगोपाल मीणा	7/8/2008 12:00:00 AM	9/8/2008 12:00:00 AM	118
कु. पवित्रा	श्रीमती भूरी	श्री सीताराम बैरवा	8/15/2008 12:00:00 AM	8/17/2008 12:00:00 AM	120
कु. कल्पना	श्रीमती रोशनबाई बैरवा	श्री मुकेश	2/14/2009 12:00:00 AM	2/16/2009 12:00:00 AM	119
लक्ष्मी	कलावती	अर्जुन बैरवा	7/25/2009 12:00:00 AM	8/22/2008 12:00:00 AM	132
अर्चना	कविता	रामअवतार मीणा	3/20/2009 12:00:00 AM	4/19/2009 12:00:00 AM	134
जिया मट	संतोळा मट	टीकमचन्द मट	12/16/2008 12:00:00 AM	1/22/2009 12:00:00 AM	139
लक्ष्मी	ममता	राजू बैरागी	2/26/2009 12:00:00 AM	3/20/2009 12:00:00 AM	144
बुलबुल	मुकलेश	महावीर मीणा	11/10/2006 12:00:00 AM	11/30/2009 12:00:00 AM	143
अनीता	माया	मुकेश बैरवा	5/16/2007 12:00:00 AM	12/20/2009 12:00:00 AM	155
प्रीति	बरसा	राजू	3/11/2009 12:00:00 AM	12/27/2009 12:00:00 AM	164
पूजा	सीता	ओमप्रकार	7/14/2007 12:00:00 AM	12/20/2009 12:00:00 AM	166
सपना	मिधलेश	रणवीर आदिवासी	5/21/2009 12:00:00 AM	6/19/2009 12:00:00 AM	170
राजलक्ष्मी	गायत्री	योगेश मीणा	3/11/2008 12:00:00 AM	11/25/2008 12:00:00 AM	156

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परियोजना [शाहपुर ▼] [Go]   कुल रिकॉर्ड : 1449699   परियोजनावार प्राप्त कुल रिकॉर्ड 2590

बालिका का नाम	माता का नाम	पिता का नाम	बालिका कि जन्म दिनांक	पंजीयन दिनांक	बालिका
नेहा	ज्योति	हेमंत	11/11/2008 12:00:00 AM	3/3/2009 12:00:00 AM	509
गायत्री	भागवंती	किसन	9/14/2008 12:00:00 AM	3/3/2009 12:00:00 AM	510
भूमिका	गीणा	कमलेश	9/21/2009 12:00:00 AM	4/3/2009 12:00:00 AM	511
भुवनेश्वरी	लक्ष्मी	भोला	2/21/2009 12:00:00 AM	4/3/2009 12:00:00 AM	512
प्रियका	प्रेमकला	गिवचरण	12/12/2006 12:00:00 AM	4/3/2009 12:00:00 AM	522
भागवंती	कलसिया	विनेश	3/16/2006 12:00:00 AM	4/3/2009 12:00:00 AM	523
सरिता	सुमन	अजन	5/20/2007 12:00:00 AM	4/3/2009 12:00:00 AM	524
भारती	कस्तूरी	भानुप्रताप	10/7/2008 12:00:00 AM	2/25/2009 12:00:00 AM	478
रेदिता	कल्पना	भैयालाल	10/12/2008 12:00:00 AM	2/25/2009 12:00:00 AM	479
कविता	सुनिता	पप्पू	10/2/2009 12:00:00 AM	2/25/2009 12:00:00 AM	488
सरला	सीमा	सुनिल	4/8/2008 12:00:00 AM	2/25/2009 12:00:00 AM	490
संजनी	सुनिता	राजेश	2/1/2009 12:00:00 AM	2/25/2009 12:00:00 AM	491
करीना	फुलका	विनोव	6/1/2009 12:00:00 AM	2/25/2009 12:00:00 AM	493
रानी	केशार	केयल	12/26/2006 12:00:00 AM	2/25/2009 12:00:00 AM	494
विणु	कमलती	तुलसीराम	9/10/2006 12:00:00 AM	2/25/2009 12:00:00 AM	495
पायल	गीता	किशोरी	11/10/2008 12:00:00 AM	2/25/2009 12:00:00 AM	496
सारिका	कविता	सत्लेश	8/22/2007 12:00:00 AM	2/25/2009 12:00:00 AM	499
सागर	देवकी	सुखादेव	8/14/2008 12:00:00 AM	3/3/2009 12:00:00 AM	506
सीता	रत्तो	पंचम	12/15/2008 12:00:00 AM	3/3/2009 12:00:00 AM	507
जमुनादेवी	कलवती	कालाराम	11/4/2006 12:00:00 AM	3/3/2009 12:00:00 AM	508
ज्योति	गीला	गिवराम	4/28/2008 12:00:00 AM	4/3/2009 12:00:00 AM	513
सावलिया	सुमन	गुलाब	11/8/2008 12:00:00 AM	4/3/2009 12:00:00 AM	514
नन्चनी	कान्ती	कुंवरलाल	12/22/2008 12:00:00 AM	4/3/2009 12:00:00 AM	519
महिमा	सावित्री	सुरेश	7/10/2008 12:00:00 AM	4/3/2009 12:00:00 AM	521

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परियोजना बरखेड़ी ▾ Go   कुल रिकॉर्ड 372590   परियोजनावार प्राप्त कुल रिकॉर्ड 1288

बालिका का नाम	माता का नाम	पिता का नाम	बालिका कि जन्म दिनांक	पंजीयन दिनांक	बालिका आवेदन क्रमांक
मेहविश	शादमा	आसिफ हुसन	10/13/2008 12:00:00 AM	11/30/2011 12:00:00 AM	3520
पायल	रानी	विजय सिंह यादव	6/13/2008 12:00:00 AM	11/30/2011 12:00:00 AM	3509
श्रीश्रा तिवारी	रेखा	बीडीतिवारी	8/17/2008 12:00:00 AM	11/30/2011 12:00:00 AM	3510
अनम	समरीन	मो. वसीम	5/25/2008 12:00:00 AM	11/30/2011 12:00:00 AM	3504
कु. सना	शहाना	मो.नईम	8/23/2006 12:00:00 AM	7/31/2010 12:00:00 AM	1899
सारा खान	फरहत खान	स्व अस्लम खान	10/28/2006 12:00:00 AM	10/15/2007 12:00:00 AM	1
माहिरा मुन्नवर	सूफिया	मन्नवर मिया	5/2/2007 12:00:00 AM	11/24/2009 12:00:00 AM	1532
अकसा अली	रूबी	अववार अली	4/27/2006 12:00:00 AM	11/24/2009 12:00:00 AM	1530
श्री यादव	दीप्ती यादव	संजय यादव	3/7/2006 12:00:00 AM	11/24/2009 12:00:00 AM	1514
नवीधा	शहनाज	शमसुद्दीन	9/17/2008 12:00:00 AM	10/28/2009 12:00:00 AM	1497
आस्था	ममता देवी	राकेश यादव	10/20/2008 12:00:00 AM	9/23/2009 12:00:00 AM	1466
समायरा	सादिया	तवरेज	10/23/2008 12:00:00 AM	10/28/2009 12:00:00 AM	1468
सेरीना	शिरिन	मो. दुर्रेज	10/29/2008 12:00:00 AM	10/28/2009 12:00:00 AM	1469
प्रार्थना	आरती	विनोद	9/15/2008 12:00:00 AM	9/23/2009 12:00:00 AM	1440
हुया बेग	सीमा बेग	जाहिद बेग	9/24/2008 12:00:00 AM	9/23/2009 12:00:00 AM	1441
मुस्कान	सुशीला	रमेश सिंह	1/12/2008 12:00:00 AM	9/23/2009 12:00:00 AM	1446
नाबिया	शबनम	बदर	9/21/2008 12:00:00 AM	9/23/2009 12:00:00 AM	1438

Helpline Ticket System for complaint redressal

लाडली लक्ष्मी योजना सहायता

Guest User - Log In

Support Center Home   Open New Ticket   Check Ticket Status

Welcome to the LADLI LAXMI HELP CENTRE

प्रदेश में बालिकाओं के शैक्षिणिक तथा स्वास्थ्य की स्थिति में सुधार लाने, अच्छे भविष्य की आधारशिला रखने, बालिका भ्रूण हत्या रोकने और बालिकाओं के जन्म के प्रति जनता में सकारात्मक सोच लाने एवं बाल विवाह रोकने के उद्देश्य से लाडली लक्ष्मी योजना आरंभ की गई है। योजना 1 जनवरी 2006 के उपरान्त जन्मी बालिकाओं के लिए है।

Open A New Ticket

Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please login.

Open a New Ticket

Check Ticket Status

We provide archives and history of all your current and past support requests complete with responses.

Check Ticket Status

Dashboard   **Tickets**   Knowledgebase

Open (10)   Answered (1022)   Overdue (5)   Closed Tickets (223)   New Ticket

[   ]   Search   [advanced]

Showing 1 - 10 of 10 Open Tickets

	Ticket ⇕	Date ⇕	Subject ⇕	From ⇕	Priority ⇕	Assigned To
☐	28	11/28/2013	NAME RELOAD	Smt. manorama khare	Emergency	
☐	24	11/27/2013	NAME RELOAD (2)	manorama khare	Emergency	
☐	17	11/22/2013	LLY ke Delete form generate karane ... (2)	CDPO Vijayraghavgarh	Emergency	
☐	35	11/29/2013	Not showing in Data shanshodhan menu ...	sanjeeta bhagat	High	
☐	30	11/28/2013	nirast prakran ko janrate karane hetu	po katni sahri	High	
☐	12	11/21/2013	missing online application number (2)	suneel sharma	High	
☐	34	11/29/2013	missing nsc applications	suneel sharma	Normal	
☐	33	11/29/2013	lly correction	mrs. bhagwati sharma	Normal	
☐	32	11/29/2013	NAME RELOAD	po katni sahri	Normal	
☐	22	11/23/2013	ladli laxmi (2)	priya sharma	Normal	

Select: All None Toggle

13. Sustainability (Give details about sustainability w.r.t. technology use, user privacy, security of information shared- digital encryption etc.), Organisation (hiring trained staff, training etc.), Financial (scope for revenue generation etc.)

Empowering Ladli is a sustainable model due to innovative use of technology. The technology used for setting *Empowering Ladli* is new and adaptable to recent technological environment. *Empowering Ladli* is flexible to the extent that it has the capacity to change, upgrade and is linked with other similar technological service providers.

The website follows an extremely cautious approach when it comes to collecting personal details / information about the beneficiary. The information fed in the system is not disclosed to anyone for any purpose. No Cookies can be transferred onto the visitor's site. The database is maintained in SQL Server 2008 R2., other security hardware and firewalls used. The information is placed in public domain for checking and verification, however, change in data base is exclusively done through the access centres by field functionaries.

MS SQL Server 2008 R2 Microsoft SQL Server 2008 R2 is used for effective configuration management, strong authentication and access control, powerful encryption and key management capabilities, and enhanced auditing. SQL Server 2008 has been audited for HIPAA and PCI Data Security Standard Compliance, and SQL Server 2008 Enterprise completed Common Criteria IT security evaluations at the Basic Assurance Level EAL1+ and at Evaluation Assurance Level EAL4+ with compliance

The MIS is secured with passwords. Separate passwords were assigned to each project data centres and other centres so that the access in the project domain by any other user may denied.

- No Cookies can be transferred onto the visitor's site.
- Other security hardware and firewalls used.
- Change in data base is exclusively done through access centre by field functionaries.
- MIS is secured with passwords.
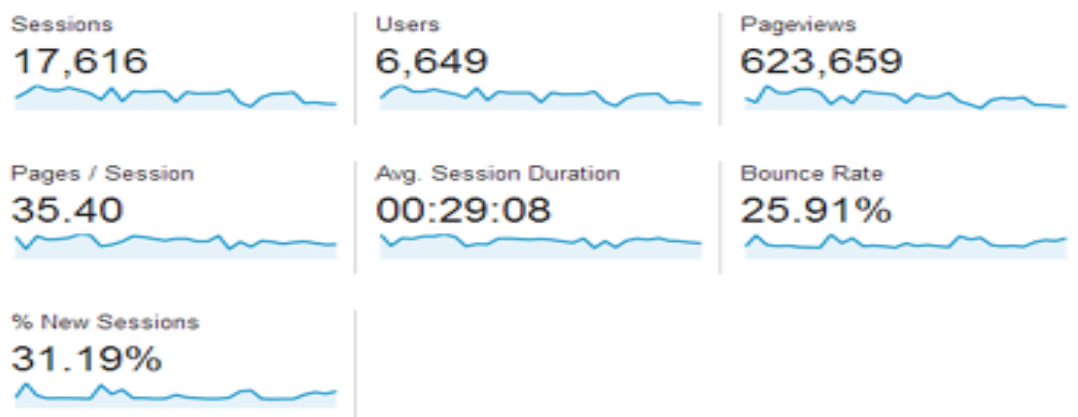- Separate passwords assigned to each project data centre

Organisation

The training and sensitisation of functionaries has helped make the project sustainable. The staffs recruited for the data feeding were trained on each of the information of the application format. They were also sensitised to handle the case with sensitivity. The functionaries were exposed to

technological environment and use of ICT. District wise onsite trainings were also organised for sensible and transparent data feeding with accuracy.

Financial

Empowering Ladli is one of the most viewed web portal and has the potential for agencies and institutions which functions for the cause of women empowerment. *Empowering Ladli* is capturing the information on most valued human resource and as of now over 18 lacs girl children have been registered with the scheme. The agencies/organizations/ institutions/ departments which have similar objectives can use this as a platform for showcasing their schemes or projects. The details of visitors of the portal are as under:-

Sessions	Users	Pageviews
17,616	6,649	623,659

Pages / Session	Avg. Session Duration	Bounce Rate
35.40	00:29:08	25.91%

% New Sessions
31.19%

Country / Territory	Sessions	% Sessions	
1. India	16,831		95.54%
2. Bolivia	266	1.51%	
3. United States	257	1.46%	
4. United Kingdom	70	0.40%	
5. (not set)	58	0.33%	
6. Spain	36	0.20%	
7. Brazil	34	0.19%	
8. Indonesia	12	0.07%	
9. Netherlands	6	0.03%	
10. Ireland	4	0.02%	

	16,831 % of Total 95.54% (17,616)	29.00% Site Avg: 31.19% (-7.01%)	4,881 % of Total 88.84% (5,494)	24.11% Site Avg: 25.91% (-6.96%)	36.82 Site Avg: 35.40 (4.01%)	00:30:17 Site Avg: 00:29:08 (3.90%)	0.0
1. Madhya Pradesh	11,597 (68.90%)	21.97%	2,548 (52.20%)	18.87%	41.56	00:32:09	
2. Maharashtra	4,165 (24.75%)	37.36%	1,556 (31.88%)	30.54%	30.08	00:29:56	
3. Delhi	418 (2.48%)	69.62%	291 (5.96%)	54.07%	10.59	00:10:27	
4. Karnataka	122 (0.72%)	44.26%	54 (1.11%)	35.25%	42.95	00:40:08	
5. Goa	90 (0.53%)	83.33%	75 (1.54%)	83.33%	1.30	00:00:40	
6. Gujarat	64 (0.38%)	81.25%	52 (1.07%)	50.00%	4.44	00:06:03	
7. West Bengal	63 (0.37%)	87.30%	55 (1.13%)	60.32%	4.25	00:04:59	
8. Rajasthan	50 (0.30%)	84.00%	42 (0.86%)	66.00%	3.10	00:05:33	
9. Uttar Pradesh	50 (0.30%)	86.00%	43 (0.88%)	44.00%	3.88	00:04:42	
10. Haryana	44 (0.26%)	81.82%	36 (0.74%)	63.64%	5.73	00:06:47	

14. Result achieved/value delivered to the beneficiary of the project- (share the results, matrices, key learnings, feedback and stakeholders statements that show a positive difference is being made etc.)

e- Ladli has improved the efficiency of the management in delivery of services to the beneficiaries covered by the scheme. *Empowering Ladli* inclusion has helped in expediting the delays and resulted in covering large number of beneficiaries with the scheme. It also has provided the opportunity to track the beneficiary status in different stages of their growth. The results achieved through *Empowering Ladli* are as under:-

(i) To organization

Empowering Ladli has enabled the organization to achieve its objectives of improving the sex ratio, reducing the incidents of female foeticide, reducing MMR/IMR and population control. An enabling environment has been created by the scheme across the state. Some of the key results are:-

- At the time of inception of the scheme in 2007 a total of 40854 Ladlis were registered. This has now been increased to 18, 02,397Ladlis till date due to e-enablement.
- All the families which fulfill the eligibility conditions under the scheme have been covered ensuring 100% achievement.
- Over 18 lacs families are now Ladli Families out of total 1.30 crores households.
- The cases of family planning have increased after the birth of one or two girl children.
- Over 2.20 Lacs Ladlis covered in 2006 and 2007 under the scheme are now enrolled in schools.
- The process of enrolling 2.13 Lacs Ladlis covered in 2008 to schools is on.
- Over 17.5 lacs Ladlis are benefitted by ICDS and not malnourished.
- More importantly the sex ratio also has considerably improved. The sex ratio has now reached to 930 as compared to 919 in 2001. The population growth comparison also shows positive trends in terms of increased women population. During the decade the female population has increased by 21% as compared to male population increase of 19.6%.
- The child marriages rate has now come down to 33.10% according to annual health survey report 2010-11. This was 53.70 during 2007-08.
- Financial incentives of the progress achieved so far would be Rs.21358.40Crs as against the actual investments of Rs.5407.19Crs.
- Considerable increase in Sex ratio observed in 47 districts.
- The districts with high death rate in case of girl child also shown growth due to the scheme.

- The scheme has impacted upon changing the mindset of people even in the feudal dominance districts.

(ii) To citizen

The girl children born on or after 1st April 2007 are the main beneficiaries of the scheme. *empowering Ladli* has impacted substantially by increasing the coverage and tracking the status of the girl child on various developmental indicators. *empowering Ladli* has enabled the management to ensure timely delivery of services for their holistic empowerment. Some of the key results of *empowering Ladli* are as follows:-

Indicators	Before	e- Ladli	*empowering Ladli*
Tangible			
Coverage	2,27,657 (in two years)	1080006 (in 3 and half year)	556734 (in less than two years) it caters to whole 18 Lacs Ladlis
Average resolution of cases per day	312	791	1223
Investment Costs			
a. **Beneficiaries**	Rs. 143.88 Crs.	Rs. 3245.4 Crs	Rs. 1672.9 Crs
b. **Admn. Overheads**	Rs. 17.22 Crs.	Rs. 11 Crs.	Rs. 3.20Crs.
Returns on Investments (inclusive of investment cost)	Rs. 2697.72 Crs.	12798.07 Crs	Rs. 6597.29 Crs.
Admin. cost per beneficiary (inclusive of web development & hosting)	Rs. 756.40	Rs 101.85	Rs. 57.47
Service Transaction			
a. **Financial Instruments**	4,55,314	24,17,053 (manual tracking)	5710337
b. **Immunisation**	22,76,570	68,12,457 (manual tracking)	18183948
c. **Family Planning**	69,651	1,19,048 (manual tracking)	612378
d. **Education Enrolment**	0	No tracking	2.20 Lacs
e. **Query Handling**	0	120(On line helpline)Through telephone	
Online	0		
Visitors in a month(July 2014)	0		23545
% of New Visitors	0		26.68 percent
Average time of visit	0		35.33 minutes
Total Page View	0		963134
Intangible			
Accessibility	Difficult access	Non informative	Smooth

Resource Utilisation			
a. **Manpower**	High intake due to manual processing. Huge staff for data validation at all tiers.	Reduced manpower	
b. **Financial**	Excessive indirect expenses due to involvement of manpower towards salaries and admn. cost	Administrative cost is negligible	Administrative cost is negligible
c. **Time**	Manual processing cause delays	Travelling required for access of information	Expeditious delivery
d. **Transparency**	Tracking was not possible	Also brought under LokSeva Guarantee Act to ensure timely and transparent delivery of services.	Every stage of application processing is being tracked on line.

Feedback

Mr. Suresh and Mrs. Meena Resident of Begamgunj, Distt. Raisen shares their experiences on convenience the *empowering Ladli* portal has provided to them. The family wanted to access the benefits of Ladli Laxmi Scheme for their daughter who was born on 28th Oct 2013. But due to lack of awareness they could not access the benefits. The family came across to know about the helpline number from a newspaper in which the advertisement was published on helpline numbers. The family then contacted the officer available on helpline and could get all the information of the scheme and the procedure of accessing benefits. The family was very happy from the support they received and accessed the benefits for their daughter.

(iii) Other stakeholders

empowering Ladli provides a complete data base on each girl child. The line departments like Health and Education can access the information on their specific interventions to be provided to the girl child. *empowering Ladli* reflects the information on number of vaccination, number of girl children going to school etc. The Department of Post also have an easy access to assess the requirement of National Saving Certificates (NSCs) to be prepared and renewed.

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.)

Empowering Ladli functions on G2C model and has been successful in attaining the objective of the scheme. *Empowering Ladli* enables the management in extending the outreach of the scheme. Providing the services and tracking the development indicators becomes easy. Every citizen now has an easy access to the scheme. It has reduced the travelling time and the cost incurred by the user on travelling, lodging, boarding etc. The different stages of girl child are being tracked properly and the management has been able to support the girl child for ensuring optimum growth. The benfits to the target audience is as under:-

Key Results

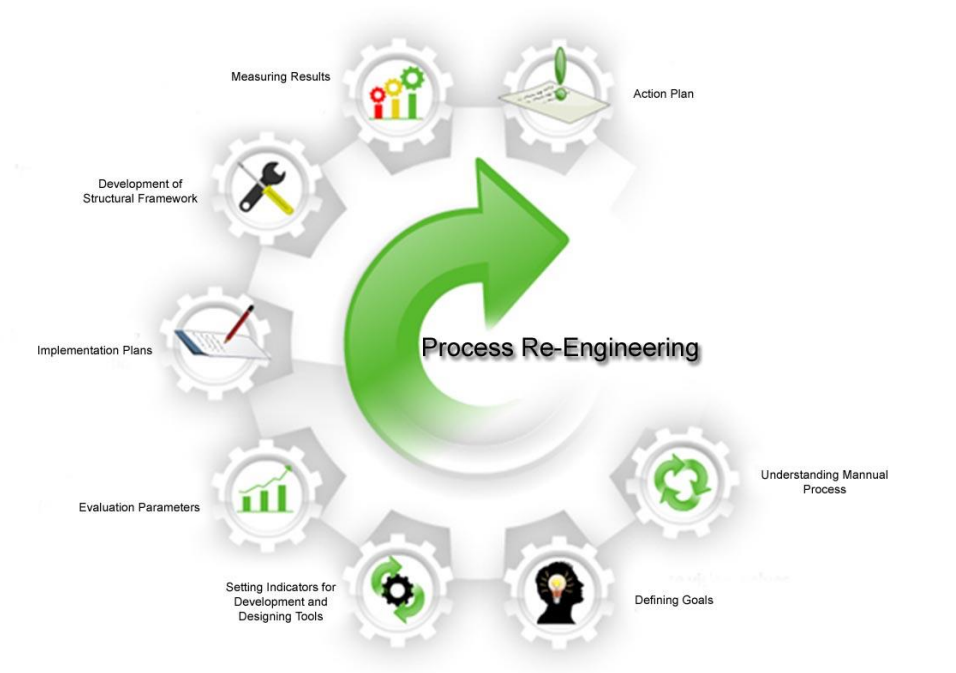| Audience	Intervention	Deptt.	Support	Benefits	Objective	Transactions
Family	Janani SurakshaYojana Family Planning	Dept. of Health & Family Welfare WCD	Institutional Delivery	❖ Safe Delivery ❖ Rs. 1400/-	❖ Reduce MMR ❖ Encourage Family planning ❖ To promote sex ratio favoring girl children	❖ 16 lacs ❖ 612378
Ladli						
Year 1 &2	Immunisation	Dept. of Health & Family Welfare WCD	All vaccinations viz.:- Polio, BCG, etc.	Free Immunisation	Improve health status	16.90 lacs
Year 1-6	Nutrition	WCD		Nutritional food	Improved health status	17 lacs
Year 6 onwards	Educational Support	❖ WCD	Financial support	Rs. 2000/-	Improved education	2.20 Lac
	Education	❖ Dept. of Education	Free Uniform Free education	Rs. 500/-	Improved education	2.20 Lac
Year 12 onwards	Education	❖ Dept. of Education ❖ WCD	Free education Free uniform Financial support	Rs. 500/- Rs. 4000/-	Improved education	All Ladlis

Year 15 onwards	Education	❖ Dept. of Education ❖ WCD	Free education Free Bicycle Financial support	Rs. 2390/- Rs. 7500/-	Improved education	All Ladlis
Year 18 onwards	CM Kanyadan Yojna	❖ WCD ❖ Dept. of Panchayat	Financial support Financial support	Rs. 118500/- Rs. 11000/-	Improved education and prevention of child marriage and dowry	All Ladlis
	Skill Dev.	❖ Skill Dev. Deptt.	Training & Capacity building		Ensuring economic empowerment	

16. Comparative analysis of earlier Vs new system with respect to the BPR, change management, outcome/benefit, change in legal system, rules and regulations.

Online transactions are certainly more effective than the manual data processing. It effectively provides all services timely with great accuracy and reliability. The tracking of data on development indicators becomes easier if done online, especially when the data to be tracked is in huge volumes and for a very long period.

The earlier *Empowering Ladli* was based on physical and financial data compilation feeded manually and was prone to errors due to its feature of tracking the beneficiary on multidimensional indicators. The scheme envisages tracking on financial parameters on one hand and on development indicators on the other. Manual tracking limits this in the sense that it cannot ensure and trust timely interventions for the Ladli was in different tiers of development.

The government then decided to improve the tracking process on *Empowering Ladli* and make it more effective to achieve the overall goal of women empowerment. The government initiated the process of BPR as a strategy to improve the efficiency of outputs. A detailed study was done to understand the workflow and designing possible indicators for accomplishment of the mission of the scheme. The possible work flow decided for BPR for the *Empowering Ladli* was as under:-

Outcome/Benefit

Parameter	Pre deployment (*Empowering Ladli*)	Post deployment (extended *Empowering Ladli*)
Time investment	• Delays in sanctioning eligible cases • Required extensive travelling by the beneficiary family • Huge expenses	• Easy data processing • Useful tool for user to handle • User convenient • Available in one click • Improved delivery time of services • Timely renewal of NSCs
Feedback mechanism	• District centric • Difficult for implementers for timely response	• Provision of help desk • Easy access to users
Audit Trails	No method to monitor the progress	Two way monitoring through online management system
Tracking Ladli on development indicators	No system to monitor Ladli on development indicators	A panel has been developed on board to monitor progress on development indicators. The progress not only being monitored but also provides an opportunity to direct the implementers for improvements if required.
	Application form was available only with aanganwadi.	Online availability easy to access, its filing and submission.
	Manual maintenance of registers causes errors difficult to track and rectify.	Online record keeping, easy tracking
	No information to end user on application status	Available online with easy search operations
Level of awareness	Low level of awareness high dependency on Aaanganwadi worker	Complete online information on scheme and can be accessed by every one
Access	Limited access through Aanganwadi worker	Increased outreach
	Details of NSCs and on development indicators difficult to trace	Accessible online
	Rejection of applications cannot be traced	Rejection report is available
Eligibility check	No method to cross check. High dependency on AWW	Easy checking through online

Ease of transactions	No time limit on sanctioning of cases	The designed system is easy to handle and can be operated by any citizen/user with ease. The system is available in Hindi for better interface with the end user.
Cost to beneficiary	High	Less

17. Other distinctive features/accomplishments of the project

Development and empowerment of girl children is one of the critical goals to accomplish the emergent need of any state to perform on development index. The *Empowering Ladli* portal ensures holistic empowerment of girl children. *Empowering Ladli* has impacted upon improving the quality of life of girl children and creating an enabling environment favoring girl child.

Empowering Ladli aims at tracking the girl child on various development indicators for ensuring their socio-economic empowerment. It also tracks the financial incentives provided to the girl child. Since the scheme envisages huge financial implications, there is a need to evaluate the financial performance of the scheme. *Empowering Ladli* creates a positive linkage with the Department of Post for ensuring timely release and renewal of NSCs to beneficiaries and track the gaps to ascertain the efficiency. *Empowering Ladli* reduces the pendency of release and renewal of NSCs and also increases the efficiency and accuracy. The inclusion of QR code feature has enabled the management to ensure the validation of records and certifies that the financial incentives is being received by the actual beneficiary.

Quality of Life

The *Empowering Ladli* Portal is one of its kinds and unique in the sense that it focuses on the life cycle approach of the girl children till 21 years of age and tracks all possible indicators like health and education of every Ladli. Beneficiaries from her birth till she attains 21 years of age. She is continuously been tracked for nutrition, vaccination, education and whether financial instruments are issued timely and renewed. This panel provides the opportunity to implementers to intervene on the areas where the beneficiary needs support. *Empowering Ladli* enables the government to ensure socio-economic empowerment and development of the girl child for better quality of life as follows:-

Empowering Ladli : ATTAINING MDG's

PARENTS

Janani Suraksha Yojana
Health Dept.

MDG 4 & 5

Safe Delivery
Rs. 1400/-

Reduce MMR
Encourage Family planning

0-6 Years

Health Dept. & WCD

MDG 4, 5 & 6
Immunization,
Nutrition

Improvement in
Sex Ratio,
Improved Health

6-18 Years

EDUCATION Dept.
& WCD

MDG 2 & 3

Free Education,
Uniform,
Bicycle &
Financial Support

Improved Education

18-21 Years

WCD, NSDC,
Directorate of
Skill Training & Line Dept.

MDG 1, 2 & 3

Financial Support,
Skill Development,
Vocational Training

Ensuring Holistic
Empowerment