

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

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### II. NAME OF CATEGORY-‘OUTSTANDING PERFORMANCE IN CITIZEN CENTRIC SERVICE DELIVERY’

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

(i) Comprehensiveness of reach of delivery centres

The **UPOnline e-Services Portal of Uttar Pradesh** (<http://uonline.up.nic.in>) has been developed and implemented to act as a single access point for availing Government Services. It covers 75 Districts, 336 Tehsils, 821 Blocks and nearly 1 lakh villages.

(ii) Number of delivery centres

A total of 13755 Common Service Centres (CSCs) & Lokvani Centres are registered in the rural & urban area of the State.

(iii) Geographical

(a) National level – Number of State covered

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

75

(c) District level- Number of Blocks covered

821

Please give specific details:-

At Present a total of 26 Government services of 8 departments are being delivered using this **UPOnline e-Services Portal of Uttar Pradesh** through Common Service Centres, Lokvani Centres & e-Suvidha Centres. Till date, More than 1.73 Crores applications have been received out of which approx. 1.58 Crores applications disposed.

(iv) Demographic spread (percentage of population covered)

Uttar Pradesh has population of around 19.98 Crores which is the most populous state in the country accounting for about 17 percent of the country's population. It is the fourth largest state in terms of size covering nearly 9 percent of the country's geographical area with 75 districts and nearly 1 lakh villages.

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

The trepidation in certain government departments about having everything transparent and accountable is a major hurdle. In some officials there is resistance to acclimatize to the new technological trends which are indeed much easier to use. Connectivity is another bottleneck, in certain cases connectivity issues get aggravated due to rough terrain. The State of Uttar Pradesh has made advances in building the SWAN which will undoubtedly be the lifeline of these G2C Services. The digitization of the legacy data is also a challenge and is to be looked into seriously. Lastly the core infrastructure components have to be in place before the dream of complete e Service cycle is complete.

Strong Administration in the IT department has been a blessing and most of the things have moved in last couple of years only.

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

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

Citizens can apply for any of the identified 26 Government Services of 8 departments from any Common Service Centre (CSC)/ Lokvani Centres/e-Suvidha centres through **UPOnline e-Services Portal of Uttar Pradesh**.

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

All 26 services of 8 departments are ICT enabled & available on **UPOnline e-Services Portal of Uttar Pradesh**.

4. **Stakeholder Consultation** (Give details about type of stakeholders consulted, number of stakeholders consulted, stages at which stakeholder input was sought, any user satisfaction study done etc. #)

- 4.1 Type of stakeholders consulted

Various stakeholders were consulted from both Government & private organization.

- 4.2 Number of stakeholders consulted

Infrastructure Leasing & Financial Services Ltd.  
CDAC  
STQC

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NIC  
Centre for e-Governance  
SeMT

### 4.3 Stages at which stakeholder input was sought

At each & every phase of Software Development Life Cycle (SDLC) & its implementation.

### 4.4 Details of user satisfaction study done

The delivery of services available on e-Services Portal of Uttar Pradesh are time-bound & mapped with Service Level Agreement (SLA)

## 5. Strategy Adopted

### (i) The details of base line study done,

Government of Uttar Pradesh intends to improve the quality of services to the citizens through a system of Information and Communication Technologies (ICT) involving the least manual interface. It has been well recognized that Electronic governance (e-Governance) is as an enabler to good governance in the State of Uttar Pradesh. A significant capacity in terms of physical and technology infrastructure has therefore been built to implement e-Services Portal in a competent manner, with a holistic perspective and with speed.

The introduction of Information Technology in the governance process has brought about a revolution in the quality of service delivered to its citizens. It has ushered in:

Transparency in the governing process.

Saving of time and cost due to provision of services to the citizens through single window.

Better decision making.

Simplified office procedures.

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### (ii) Problems identified,

Awareness of department staff and other stakeholders at all levels, on the objectives, scope and other details of the program, the State level team had to meet seniors like Head of Department to explain about this project.

Clear inventory of hardware requirement in RFP to ensure that h/w procurement requirements are budgeted for the Gaps in the infrastructure available in Uttar Pradesh State Data Center (UPSDC).

UPSDC readiness to host the solution i.e. physical infrastructure, storage solution, availability of connectivity etc.

Back office software is not ready for integration with e-Services Portal of Uttar Pradesh.

Prioritization of Services which are more important to the citizens to bring more focus and bigger impact.

### (iii) Roll out/implementation model,

Leverage the common infrastructure of Uttar Pradesh State Wide Area Network (UPSWAN), Uttar Pradesh State Data Centre (UPSDC) and Common Service Centres (CSCs).

Online forms of 26 services were developed on **UPOnline e-Services Portal of Uttar Pradesh**.

Submission of forms through the e-Services Portal at Common Service Center (CSCs)/Lokvani Centres/e-Suvidha Centres.

Service request routed through e-Services Portal to the respective field office with unique Transaction ID.

Provide for a Standard interface of interactions between departments / external entities.

Adopt Standards that ensure future expansion and interoperability.

The **UPOnline e-Services Portal of Uttar Pradesh** is on Cloud platform.

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The **UPOnline e-Services Portal of Uttar Pradesh** is deployed at UPSDC.

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

Delivery of services through Common Service Centres (CSCs)/Lokvani Centres/e-Suvidha Centres by leveraging the common infrastructure (UPSWAN, UPSDC & CSCs) and development of the applications and infrastructure required for deployment of e-Services Portal of Uttar Pradesh.

### 6. **Technology Platform used-**

(i) Description,

The **UPOnline e-Services Portal of Uttar Pradesh** has been developed on Dot Net Platform which is integrated with State Service Delivery Gateway (SSDG). The Services of SSDG have been published as a Web Services.

The e-Services Portal application is Cloud enabled & deployed at Uttar Pradesh State Data Centre (UPSDC).

The SSDG gateway is completely built using open source technology. It is built on RHEL as operating system, JBOSS application server and PosGres database. It uses SOAP and XML for messaging.

(ii) Interoperability

The SSDG provide seamless interoperability and exchange of data across the departments. It also provide a common set of specifications and a single point access

(iii) Security concerns

The e-Services Portal application is deployed at Uttar Pradesh State Data Centre (UPSDC)

(iv) Any issue with the technology used

No

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

SLAs are documented & available on e-Services Portal of Uttar Pradesh (<http://uponline.up.nic.in>)

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

7.1 Details about impact on effort and time invested by user

The **UPOnline e-Services Portal of Uttar Pradesh** provide easy, anywhere and anytime access to Government Services (both Information & Transactional) thereby, reducing number of visits of citizens to a Government office, reducing the administrative burden and service fulfillment time & costs for the Government, Citizens & Businesses and reducing direct interaction of citizen with the Government and encourage – “e” interaction and more efficient communication.

7.2 Feedback Mechanism

The e-Services Portal of Uttar Pradesh has dedicated Call Centre.

7.3 Audit trails

All data have been stored in secured database which is hosted at UPSDC.

7.4 Interactive Platform for service delivery

Citizens can apply for any of the identified 26 Government Services of 8 departments from any Common Service Centre (CSCs)/ Lokvani Centres/e-Suvidha centres through **UPOnline e-Services Portal of Uttar Pradesh** in the rural & urban area of the State.

7.5 Need gap fulfillment

Developing Mobile Apps i.e. Status Tracking/Verification & Dashboard for MIS.

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

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

The mobile gateway is integrated with the e-Services Portal of Uttar Pradesh. SMS have been sent to users for each request.

(ii) Completeness of information provided to the users,

Complete & Correct information have been provided to the users through e-Services Portal of Uttar Pradesh.

(iii) Accessibility (Time Window),

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All CSCs, Lokvani's & e-Suvidha Centres are accessible at working hours of all business days.

**(iv)** Distance required to travel to Access Points

The CSCs are set up for every 6(six) villages in a geographical cluster. The Lokvani & e-Suvidha centre covers urban population.

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

Online form submission is available at all the established delivery centres of the state.

**(vi)** status tracking

The online facility of tracking of applications status is available on e-Services Portal of Uttar Pradesh

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

**(i)** Volume of transactions processed

Till date, More than 1.73 Crores applications have been received out of which approx. 1.58 Crores applications disposed.

**(ii)** Coping with transaction volume growth

Enhanced & Efficient infrastructure available at UPSDC.

**(iii)** Time taken to process transactions,

Processed within well-defined SLA.

**(iv)** Accuracy of output,

Accurate outputs have been received from e-Services Portal of Uttar Pradesh.

**(v)** Number of delays in service delivery

Negligible

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

Providing e-governance services within easy reach and thereby saving consumer's costs on distant and repeated travel.

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

It is as per the Citizen Charter which includes service standards/information.

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

A dedicated Call Centre has been established at the State Level. All grievances & queries have been routed to concerned officials for its early resolution.

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

The **UPOnline e-Services Portal of Uttar Pradesh** is deployed at UPSDC. All measures have been taken for security perspective. The digital signatures have been provided to all concerned government officials for digital authentication.

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

Providing easy, anywhere and anytime access to Government Services (both Information & Transactional)

Reducing number of visits of citizens to a Government office / department for availing the services.

Reducing administrative burden and service fulfillment time & costs for the Government, Citizens & Businesses.

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

Reducing number of visits of citizens to a Government office / department for availing the services.

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Transparency in the governing process.

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

The **UPOnline e-Services Portal of Uttar Pradesh** is cloud enabled & deployed on highly secure UPSDC infrastructure.

The existing infrastructure is scalable w.r.t. to the requirements/needs of the users.

Conducted 18 Divisional Workshops on e-Governance Awareness in all the Divisions of UP.

Conducted Training Program on State Portal and Digital Signature in all the Districts of UP.

Conducted Specialized Training e-Governance Program (STeP) to sensitize and train departmental Technical / Non-Technical Officers.

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

Citizens can apply for any of the identified 26 Government Services of 8 departments.

Till date, More than 1.73 Crores applications have been received out of which approx. 1.58 Crores applications disposed.

From 1<sup>st</sup> January 2014 to 30<sup>th</sup> June 2014, 2910273 applications have

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been received & 2896120 applications have been disposed.

Approx. 13620 users are registered on State Portal.

18. Result Achieved/ Value Delivered to the beneficiary of the project-(share the results, matrices, key learning's, feedback and stakeholders statements that show a positive difference is being made etc):

**(i) To organization**

Reducing administrative burden and service fulfillment time & costs for the Government.

**(ii) To citizen**

Providing easy, anywhere and anytime access to Government Services (both Information & Transactional)

Reducing number of visits of citizens to a Government office / department for availing the services.

**(iii) Other stakeholders**

The other stakeholders like Centre for e-Governance (CeG), National Securities Depository Limited (NSDL) etc. are also getting benefited through State Portal.

19. Extent to which the Objective of the Project is fulfilled-(benefit to the target audience i.e.G2G, G2C, G2B, G2E or any other, size and category of population/stakeholder benefited etc):

The **UPOnline e-Services Portal of Uttar Pradesh** provide easy, anywhere and anytime access to G2C Services (both Information & Transactional) thereby, reducing number of visits of citizens to a Government office, reducing the administrative burden and service fulfillment time & costs for the Government, Citizens & Businesses and reducing direct interaction of citizen with the Government and encourage – “e” interaction and more efficient communication.

A total of 13755 Common Service Centres (CSCs) & Lokvani Centres are registered in the state which covers majority of the population in the rural & urban area of the State.

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### 20. Adaptability Analysis

(i) Measures to ensure adaptability and scalability

The **UPOnline e-Services Portal of Uttar Pradesh** is already integrated with State Service Delivery Gateway (SSDG)

The **UPOnline e-Services Portal of Uttar Pradesh** is Cloud enabled.

It is deployed at highly secure State Data Centre (UPSDC) infrastructure.

(ii) Measures to ensure replicability

The Business Logic & Back-end automation is replicable.

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

No

(iv) Risk Analysis

The e-Services Portal is already deployed on UPSDC.

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

The Government of Uttar Pradesh intends to improve the quality of services to the citizens through a system of Information and Communication Technologies (ICT) involving the least manual interface. It has been well recognized that Electronic governance (e-Governance) is as an enabler to good governance in the State of Uttar Pradesh. A significant capacity in terms of physical and technology infrastructure has therefore been built to implement **UPOnline e-Services Portal of Uttar Pradesh** in a competent manner, with a holistic perspective and with speed.

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Better decision making.  
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22. Other distinctive features/ accomplishments of the project:

1. Till date, More than 1.73 Crores applications have been received out of which approx. 1.58 Crores applications disposed.
2. Private Cloud enabled.
3. Integrated with Payment Gateway.
4. Request Processing Model- First-in-First-out (FIFO)

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