

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

**PROFORMA OF AWARD SPECIFIC
FORMS**

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

I. NAME OF CATEGORY- 'EXCELLENCE IN GOVERNMENT PROCESS RE-ENGINEERING,

1. Coverage – Geographical and Demographic- (1756 Sq K.Ms, 441 Panchayat, 655 Villages and Rural Population 735631 (about seven lacs) of district Yamuna Nagar.

(i) Comprehensiveness of reach of delivery centres- ***Present at every block level.***

(ii) Number of delivery centres - ***8 delivery centres***

(iii) Geographical

(a) District level- No of Blocks covered Please give specific details:- ***6 Nos.***

i.e. Bilaspur, Chhachhrauli, Jagadhri, Mustafabad, Radaur, Sadhaura of district Yamuna Nagar.

(iv) Demographic spread (percentage of population covered) - ***61%***

(v) ***It is worthwhile to mention here that the project head was posted as Dy. Commissioner Kurukshetra, from where the project was launched on march 2013. This project also covers district Kurukshetra and its Blocks. In the month of july 2013 the project head was transferred as Dy. Commissioner Yamuna Nagar, accordingly the project was also launched in Yamuna Nagar.***

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

As per the new Govt. Policy, the grant – in – aid ,was directly transferred in the account of Gram panchayats through RTGS system. Accordingly every Gram Panchayat will have one account and grant for various development schemes and projects will land in

that account. Therefore chances for irregularities increases and lack of proper monitoring. There was also requirement that every photographic evidence should be link with field visit. Need for real time monitor system. Rural Development project and executing agencies are numerous, therefore it become very difficult to monitor each and every project and implement govt. instructions. Document are voluminous in nature therefore huge pendency and effective implementation of govt. instructions become difficult. Large number of irregularities were found and to remove such irregularities the process become legal and complicated. Moreover irregularities can only be checked after completion of work. Huge number of utilization certificate were pending. Reporting system was poor and could not be checked. Due to increase in the work load the field functionaries became overloaded. Gram Panchayat being executive agencies are vulnerable to malpractices. Therefore there was resistance from gram panchayat to implement the project.

3. **Extent of Process re-engineered** (Processes that have been re-engineered, services which depend on these processes, analysis/re-design of Process workflows – before (As-Is) and after (To-Be) re-engineering; changes in activities and their sequencing; level of automation (Extent of computerization in terms of number of services computerized, Extent to which steps in each service have been ICT-enabled) #)

As is	To be
Technical Approval / Estimates were prepared normally in a span of 30 days.	Technical Approval / Estimates has to be prepared in 15 days.
Measurement Books were prepared normally in a span of 30 days.	Measurement Books has to be prepared in 7 days.
Many works were started after 45 days.	Every development work has to start within 45 days.
Many works are not completed even after completion of a year.	Every Development work has to be completed within six months.
No Utilization Certificates were prepared after the completion of work.	Utilization Certificates automatically generated immediately after the completion of work and regularly sent to the Govt. for further necessary action.
Progress Reports of development works could not be prepared in time hence delay in sending the reports to Govt.	Monthly progress reports has to be sent to the Govt. before 5 th of every month.
Fudged reports are prepared	Actual reports are required.
Delay in reply RTI applications	RTI applications need to be reply in 30 days.
No proper documentation	Proper Documentation required.

4. Strategy Adopted

- (i) Details of base line study done,

The record of 50 Gram Panchayats were inspected and the records of the 6 BDPO Office were is also inspected and it was found that there are large number of financial irregularities and pendencies .

(ii) Problems identified,

The Sarpanch being a political person has created pressures on the field functionaries to conduct his duties as per their wishes. There is acute shortage of field functionaries and present field functionaries has to perform additional duties, which led to irregularities and pendencies. The lack of supervision by the authorities as the development of works were spread in the vast areas.

(iii) Roll out/implementation model,

Once the software was prepared, the passwords pertaining to uploading of data at block level and the level of bank were provided. The training were impacted to BDPOs, Gram Sachives, JEs, SDOs (PR) and Bankers to upload the data in the software. The BDPOs were also instructed to provide the necessary hardware to Data Entry Operator required to upload the data.

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

Press conference, Seminars, Gram Sabhas, Trainings etc were done for wide publicity of the project in the district.

The screenshot shows a news article from IANS dated March 27, 2013, at 02:56am IST. The headline is "Haryana district first to launch village monitoring software". The article reports that Kurukshetra district in Haryana has become the first to launch the Village Integrated Monitoring Software (VIMS). It mentions that the service was launched in Kurukshetra, 100 km from Chandigarh, on Tuesday. Deputy Commissioner Mandip Singh Brar provided details of the works, funds, and other things involved in the project. The article also includes a map of the district and a sidebar with social media links and a "25% Off Flip-kart Coupons" banner.

Haryana district first to launch village monitoring software

Chandigarh: Known for its history, especially battle of the Mahabharata, Haryana's Kurukshetra district has scored a first in technology among all other districts in the country.

Kurukshetra has become the first district to launch the Village Integrated Monitoring Software (VIMS) to bring transparency to development works being undertaken at the village level.

Launching the service in Kurukshetra, 100 km from here, Tuesday, Deputy Commissioner Mandip Singh Brar said details of all undertaken works, funds utilisation and other things, from beginning to completion, would be available instantly.

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News
Haryana: First village monitoring software launched at Kurukshetra

Kurukshetra has become the first district to launch the Village Integrated Monitoring Software (VIMS) to bring transparency to development works being undertaken at the village level.

On this event, Sh. Mandip Singh Brar, Deputy Commissioner informed that details of all undertaken works, funds utilization and other things, from beginning to completion, would be available instantaneously to this site.

VIMS has been developed by NIC Kurukshetra. This software is designed with the motive to attain the objective of better execution of development projects in the villages, in uniform manner and as per the specifications set by the government. It will play a significant role in timely evaluation of how and when funds were utilized after being directly transferred to the accounts of the panchayats. The key role is to enhance professionalism among the gram panchayats and the line departments attached, so that proper system of check and balance is developed. To keep updated, reports ready / instantly from Minor Level to Micro Level i.e. Panchayat to District level using various parameters.

Date: 2nd Apr 2013
Submitted By: Poonam Gupta, Haryana | poonam [dot] g [at] nic [dot] in
Tags: Citizen Centric, e-Service, Governance, ICT in Districts

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The Haryana government today claimed that Kurukshetra has become the first district in the country to launch Village Integrated Monitoring Software.

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VIMS starts in Kurukshetra

CHANDIGARH: The Haryana government today claimed that Kurukshetra has become the first district in the country to launch Village Integrated Monitoring Software (VIMS) and bringing in transparency to development works at the village level. Deputy Commissioner of Kurukshetra, Mandip Singh Brar, launched the software in Kurukshetra.

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5. Technology Platform used-

- i. Description
Web enabled application using Asp.Net and MS Sql Server 2008
- ii. Interoperability
Application is developed using web-based technology, which can be used with other software systems.
- iii. Security Concerns
Every user is assigned the Login and user rights for accessing the application.
- iv. Any issue with technology used
Application is developed on windows platform using the Microsoft technologies.
- v. Service level agreements (SLAs)
No SLA has been signed.

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

- i. ***Impact on effort, time and cost incurred by user-***
 - ***Real time monitoring started.***
 - ***Banks started uploading the real expenditure.***
 - ***Multi-reporting system developed.***

- ***Performance of every employee was scanned. Accordingly the performance improved.***
- ***Documentation of the Gram Panchayats have started taking place on time.***
- ***Photographic evidence are linked to field visits.***
- ***Govt. Polices are implemented in true letter and spirit.***
- ***Utilization certificate are sent on time.***
- ***Real time information to stake holders.***
- ***Financial irregularities declined by large number.***

ii. Feedback/grievance redressal mechanism,

- ***The sarpanchs have reported that the documentation by the field functionaries are done on time and as per Govt. instruction.***
- ***The general rural public has reported that information pertaining to development works are easily available, hence people participation has increased.***

iii. Audit Trails

System maintains the audit trails of transactions made by the panchayats.

iv. Interactive platform for service delivery,

Touch screen based kiosks are installed at BDO and DDPO offices. Villagers can get the information from web portal.

v. Stakeholder consultation

All the major stakeholders like Panchayat, Gram sachivs and Banks are involved in the design of services delivery channels.

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

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

Web and SMS are the service delivery channels to provide the information about the various works being done by the Panchyats at village level.

- ii. Completeness of information provided to the users
System provides the complete physical and financial information about all the newly initiated and all the ongoing development work at village level. Progress of development works are also marked on the Google maps.
- iii. Accessibility (Time Window),
System is available on any time anywhere basis.
- iv. Distance required to travel to Access Points
For accessing the system from WEB there is no need to travel and for accessing the information from touch screen kiosk one has to go to BDPO or DDPO office.
- v. Facility for online/offline download and online submission of forms
At the time of initiation of new development work the BDPO office does entry.
- vi. Status tracking
Status of the development works can be checked from WEB/Touch Screen kiosk and SMS. It provides the summary of all the financial transactions like cashbook, ledger etc related with a development work.

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

- i. Volume of transaction processed- ***100 transaction per day.***
- ii. Coping with transaction volume growth
To cope with the growth of transactions adequate resources in terms of memory and hardware has been deployed.
- iii. Time taken to process transactions

Creation of new development projects takes 1-2 minutes.

iv. Accuracy of output,

Banks upload true expenditure incurred , there fore accurate data is generated. Policy of garbage in and garbage out is strictly prohibited

.

v. Number of delays in service delivery

There is no delays in the service delivery unless until servers and network goes down.

9. Cost effectiveness (Give details about impact on cost incurred w.r.t. overhead cost, direct and indirect cost, man days/man hour required to do a job etc.#) :-

No direct and indirect cost incurred for development of the project. 90 mandays were spent by DDPO and DIO (NIC) Kurukshetra for development of project under the guidance of Deputy Commissioner. However it is worthwhile to mention here that already present infrastructure was used for development and data feeding in the project.

10. Capacity Building and Organizational Sustainability

(Give details about hiring skilled staff, imparting training etc.)

No skilled staff was hired in the said project. However trainings were imparted to Block Development and Panchayat Officers, Sub Divisional Engineers (Panchayati Raj), Junior Engineer, Gram Sachives, Data Entry Operator, Bankers and PRI members.

11. The project has a great impact on transparency, as every transaction made by the Gram Panchayat is made online and number of reports are generated for effective monitoring and accordingly these online reports supported by various documents are made available on public domain i.e on Web and information KIOSK installed in every BDPO Office.

12. First time since the effort are made for computerization of Panchayati Raj, an innovative system has been developed, keeping in view the requirement of stake holders. Unique features of the project is mentioned below:-

- *MIS has a multiple reporting system.*
- *Real time monitoring of each & every project i.e. increased the scope of monitoring projects from 5% to 100%.*
- *MOU with bank to upload expenditure which has lead to generation of accurate report and culture of fudge figure is set aside.*
- *Unique code for every project.*
- *e Document keeper i.e. Technical approval, administrative approval, resolution of gram panchayat, utilization certificate.*

- ***Photograph are available online.***
- ***e Document generate- Three paged utilization certificates are automatic generated, cash book & sub cash book.***
- ***Scanning performance of every employee.***

Major impacts are after implementation of project are:-

- ***Government instructions are implementation in true letter & spirit.***
- ***Streaming the documentary done by gram panchayat & field functions.***
- ***Online data made available to field functions to reconcile with panchayat records.***
- ***Enhance people participation in development works.***

- 13. Appropriate Delegation** (Give details on whether a team involving employees from all levels has been deployed for the project implementation and maintenance, can employees be held accountable for their actions, etc. #)

There is proper delegation of responsibilities and duties for implementation of the project. Data Entry Operator at Block level ensures that every administrative approval and technical approval is uploaded in stimulated period of time and every banker is assigned duties to upload every transaction made by the Gram Panchayats. MIS generates a report regarding delay and pendencies made by the concerned Junior Engineers. MIS also generates a report regarding the project not started and completed in stimulated period of time. Hence helps in implementation of Govt. Policies in true letter and spirit and accordingly helps in fixing

responsibilities of delinquent officials and the Gram Panchayats.

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

(i) To Organization:- ***The efficiency of the Block Offices and the DDPO office has improved a lot, by proper documentation and document keeper in context of record management. MIS systems helped in readily availability of proper reports. It is also a document generator tool, which helps in generating voluminous utilization certificates.***

(ii) To Citizens:- ***First hand information is available on Web and information KISOK ,in context of developmental works at village level. This helps the citizens to know the latest status of the developmental works and accordingly enhances the people participation in the developmental plan of the village. The Gram Sabhas are also accordingly strengthen. The transparency and readily available information have reduced RTI applications.***

(iii) To other Stakeholders:-

Politicians such local MP and MLA are benefited . Updated data is available constituency wise and village wise to them, this helps them to show their achievement and also help them to plan , how much grant further required to be given to village for future development . This project also make wide publicity of the developments works, which is the objective of every govt.

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):

Objective with which software was designed is fully fulfilled.

- ***It has proper MIS system ie generation of work wise, scheme wise, year wise, village wise, block wise and officer wise reports***
- ***Real time monitoring system.***
- ***Enhance Transparency.***
- ***Reduce work load.***
- ***Performance of every official under scan ie generation of pendency reports.***
- ***Streaming of voluminous and vastly scattered work.***

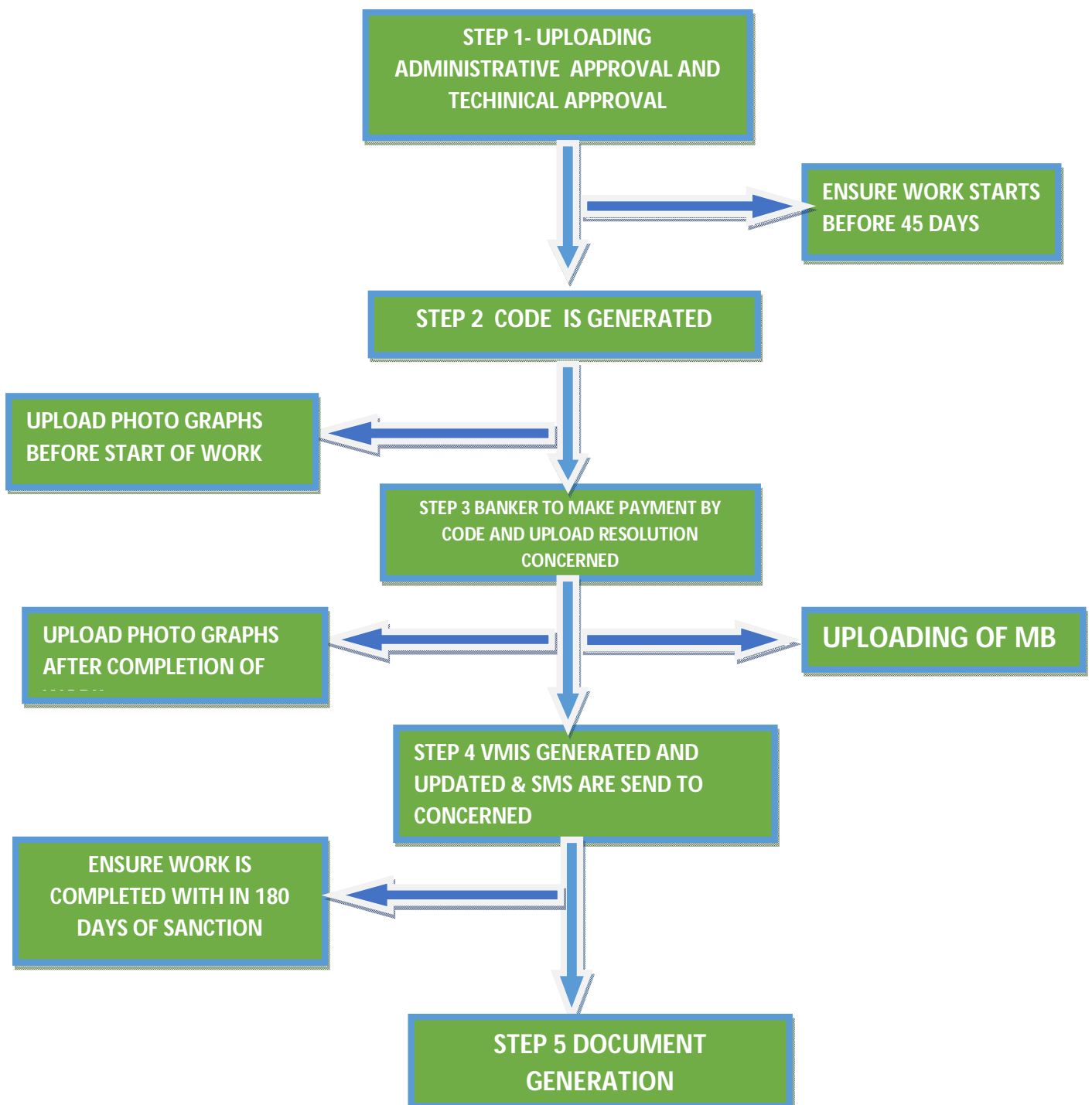
Target audience benefited:-

- (i) G2G-** Wide Publicity of development works , Effective monitoring & execution of development works, Data for holistic and future planning, accurate data for politicians.
- (ii) G2C-** All information made online , Enhance people participation , quick disposal of complaints and RTIs.
- (iii) G2E-** Relieve from heavy work load, automatic document generation ,readily available data for self monitoring , information through sms every stake holder.

16. Adaptability Analysis

- (i) Measures to ensure adaptability and scalability

Flow Charts of VIMS



Only 1 & 3 step manually, rest all the work is done through its own. In fact step 3 is strictly ensured & rest process moves of its own and it is sustainable system. In simple words we can say that for making payment , work code is mandatory and therefore step 1 is automatically followed by gram sachiv and gram panchayat. Once step 1 and 3 is completed, there is proper adaptability and scalability of project.

Moreover VIMS has unique features ie simple & user friendly. Automatically generation of reports and document leads to scalability of project.

There is no risk to project and back of system is taken at local server at regular intervals.

(ii) Measures to ensure replicability

As mentioned above the flow chart is strictly followed in the districts and which helps in replication of the project.

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

(iv) Risk Analysis

The backup of data is taken at regular intervals at local server, to cover risk factor.

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

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<i>Technical Approval / Estimates were prepared normally in a span of 30 days.</i>	<i>Technical Approval / Estimates has to be prepared in 15 days.</i>
<i>Measurement Books were prepared</i>	<i>Measurement Books has to be prepared</i>

<i>normally in a span of 30 days.</i>	<i>in 7 days.</i>
<i>Many works were started after 45 days.</i>	<i>Every development work has to start within 45 days.</i>
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<i>No Utilization Certificates were prepared after the completion of work.</i>	<i>Utilization Certificates automatically generated immediately after the completion of work and regularly sent to the Govt. for further necessary action.</i>
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<i>Fudged reports are prepared</i>	<i>Actual reports are required.</i>
<i>Delay in reply RTI applications</i>	<i>RTI applications need to be reply in 30 days.</i>
<i>No proper documentation</i>	<i>Proper Documentation required.</i>

- There is no change in rule and regulation to implement the project.

18. Other distinctive features/ accomplishments of the project:

There are number of online softwares in concern to Panchayati Raj System such as PRIASOFT. It is worthwhile to mention here that VIMS is much better than PRIASOFT. The comparison of both the software is made below:-

PRIASOFT	VIMS
<i>It is not a monitoring software.</i>	<i>Real time monitoring of each and every work is done during the execution.</i>

	<i>work is done during the execution.</i>
<i>Cumbersome process for data feeding.</i>	<i>Two entries and numerous report generated.</i>
<i>No authenticity of the data feeded.</i>	<i>Uploading of expenditure by banks. Accurate data is feeded .</i>
<i>No unique code system for projects.</i>	<i>Unique code is generated for each and every project.</i>
<i>Cash books and voucher files are uploaded to generate MIS.</i>	<i>This software automatically generates cash books and sub cash books</i>
<i>No document keeping features.</i>	<i>Excellent document keeper.</i>
<i>No provision to upload photographs.</i>	<i>Numerous photographs can be uploaded for each and every project.</i>
<i>No document generator.</i>	<i>Utilization certificates, cash books and sub cash books are automatically generated.</i>
<i>CAG format of reports.</i>	<i>Simple reports for every stakeholder. Multi- reporting system</i>
<i>No adaptability of the project.</i>	<i>Highly sustainable and adaptability by every stakeholder.</i>


 Mandip Singh (IAS)
 Deputy Commissioner,
 Yamuna Nagar

Deputy Commis-
 YAMUNA N.

