AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

NAME OF CATEGORY- 'EXCELLENCE IN GOVERNMENT PROCESS

RE-ENGINEERING'

1. **Coverage – Geographical and Demographic** ()

(i) Comprehensiveness of reach of delivery centres,

> Entire Farmers in the District

(ii) Number of delivery centres

> 135(Wheat)/21(Paddy)

(iii) Geographical

> (a)National level – No of State covered | 1 |
> (b) State/UT level- No of District covered | 1 |
> © District level- No of Blocks covered | 7 |
> Please give specific details:-

(iv) Demographic spread (percentage of population covered)

> 85% of Total Farmers for Wheat
>
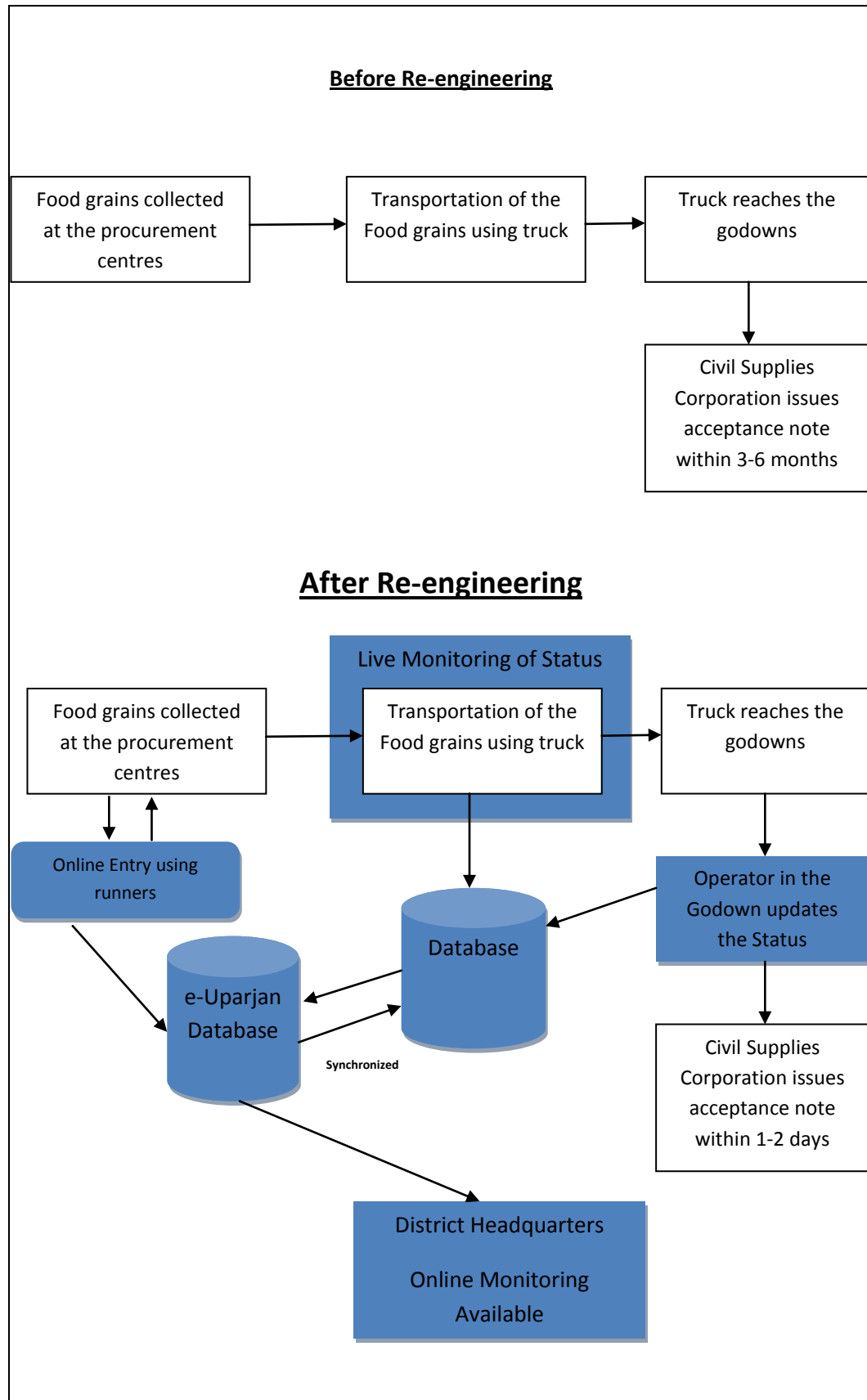> 7% of Total Farmers for Paddy

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

> i. There was no mechanism of online monitoring of Wheat Transportation from societies to NAN's godown.
>
> ii. Procurement Centre managers used to get acceptance between 3 to 6 months.

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) #)

Before Re-engineering

Food grains collected at the procurement centres → Transportation of the Food grains using truck → Truck reaches the godowns

Truck reaches the godowns → Civil Supplies Corporation issues acceptance note within 3-6 months

After Re-engineering

Live Monitoring of Status

Food grains collected at the procurement centres → Transportation of the Food grains using truck → Truck reaches the godowns

Online Entry using runners

e-Uparjan Database

Database

Synchronized

Operator in the Godown updates the Status

Civil Supplies Corporation issues acceptance note within 1-2 days

District Headquarters

Online Monitoring Available

4. Strategy Adopted

(i) Details of base line study done,

e-Uparjan helped in streamlining the process of procurement and thereby helped in free and transparent procurement of food grains. However, there had been a loophole in the logistics part wherein the transports of the food grains from the procurement centres to the godowns were monitored manually.

(i) Lack of monitoring the logistics of food transportation resulted in lack of service accountability, reliability and transparency.

(ii) Manual entry at different godowns required time for consolidation and thereby monitoring the same became very difficult.

(iii) Turnaround time for was around 6 months for the Civil supplies corporation to issue acceptance note.

(ii) Problems identified,

(i) No proper system to monitor the movement of vehicles from Procurement centre to godowns

(ii) High turnaround time for acceptance note.

(iii) Roll out/implementation model,

Online system is being used for this purpose. As soon as the truck is dispatched from procurement centre, the same is uploaded on the server by the runner in the e-Uparjan website. The same details can also be seen by the operators sitting in the godown points who make the entry in the new web link once the truck reaches the godown.

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

(i) Online Systems are used at Procurement centre and godown for accessing details.

(ii) Route maps are decided and the fixed timelines for the same are decided. In case of any delay, the Control centre which monitors the truck calls up the driver to obtain the status.

5. **Technology Platform used-**

    (i) Description

Operating System: Windows 2008 Enterprise Edition
Front End: Dot Net Framework 4.0
Back end: SQL Server 2008 R2 and SQlite Embedded System
Webserver: IIS

    (ii) Interoperability

    (iii) Security concerns

Data is fully secured as secured components have been used. Data is not accessed directly. Multiple backups maintained to keep the data secure. If any change in any backup, it shows inconsistency among backups. 15 types of different stakeholders involved.

    (iv) Any issue with the technology used

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

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

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

(i) Transportation cost is reduced considerably as the procurement centres are mapped with the nearest godown.
(ii) Efforts have been reduced tremendously in monitoring the truck movement, issue of acceptance note and release of payment to the procurement centres.

(ii) Feedback/grievance redressal mechanism,

Control room will be set up in order to monitor the movement of trucks every 1 hour.

(iii) Audit Trails,

> The details of all the logistics transported are recorded in the database and can be accessed through the website.

(iv) Interactive platform for service delivery,

> http://mpsc.mp.nic.in/csms

(v) Stakeholder consultation

> (i) Society managers of procurement centres
>
> (ii) Food Department
>
> (iii) Civil Supplies Corporation
>
> (iv) Warehouse managers
>
> (v) District administration
>
> (iv) Control room

7. **User convenience** (Give specific details about the followings #)
   (i) Service delivery channels (Web, email, SMS etc.)

   > Web
   >
   > http://mpsc.mp.nic.in/csms

   (ii) Completeness of information provided to the users,

   > The System also has multiple reports built into it,
   >
   > 1. Multiple Delivery Order Report District-Wise
   >
   > 2. Multiple Issue Against Delivery Order Report District-Wise
   >
   > 3. Multiple Delivery Order Report IssueCentre-Wise
   >
   > 4. Multiple Issue Against Delivery Order Report IssueCentre-Wise
   >
   > 5. Lifted Do Details Against Delivery Order Report District-Wise
   >
   > 6. Delivery Order Report FPS/Commodity/Scheme-Wise
   >
   > 7. Delivery Order Report FPS/Commodity/Scheme/IssueCenter-Wise
   >
   > 8. N-2 Allocation of Lead Society Report

9. Form-11(A)

10. Details of Transport Order

11. Truck Movement Report

12. Release Order Register

13. Current Balance Of Stock

14. Statement Of Transportation

15. Sending Rack Statement

16. Receiving Rack Statement

17. Rack Reconsiliation Report

18. Scheme Transfer Report

19. Daily Stock Transfer Information(Form-13(A))

20. Truck Movement Details(Transfer to Other Godown)

21. Delivery Order Report (From FCI)

22. Issue Against Delivery Order Report (From FCI)

23. Daily Entry Status DistrictWise

24. Wheat Procured and Transported Rabi 2013-14

25. Paddy and Coarse grain Procured and Transported-2013-14

26. Delivery Order details

27. All Commoditywise Details

28. Operators Status

29. Dispatch by Rack

30. By Rack Dispatch detail Commoditywise

31. By Road Dispatch detail Commoditywise

32 Acceptance Note Detail

33 Storage wise Deposit Report

34 Deleted Acceptance and Receipt Report

35 Receive at Rack send from Procurement

36 Truck Received details from Procurement

(iii) Accessibility (Time Window),

Accessibility through Web. Hence the website could be accessed from anywhere within trivial time.

(iv) Distance required to travel to Access Points

Operators at the Procurement centres as well as at the Godowns are made available with systems and hence the users of the application do not require to travel.

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

Yes. Details can be download online and the Live Status of the trucks can be seen.

(vi) status tracking

Live Status tracking due to availability of data on the server

8. **Efficiency Enhancement** (Give specific details about the following #)
   (i) Volume of transactions processed

Around 2 Lakh records

(ii) Coping with transaction volume growth

> Requirement has been communicated already to NIC, Bhopal and NIC , Bhopal will take care of expanding the server capacity.

(iii) Time taken to process transactions,

>

(iv)   Accuracy of output,

> The details in the online system match with the details that are maintained manually and thus conforming the accuracy of the report.

(v) Number of delays in service delivery

> None.

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.#)

> (i) Transportation cost is reduced considerably as the procurement centres are mapped with the nearest godown.
>
> (ii) Efforts have been reduced tremendously in monitoring the truck movement, issue of acceptance note and release of payment to the procurement centres.
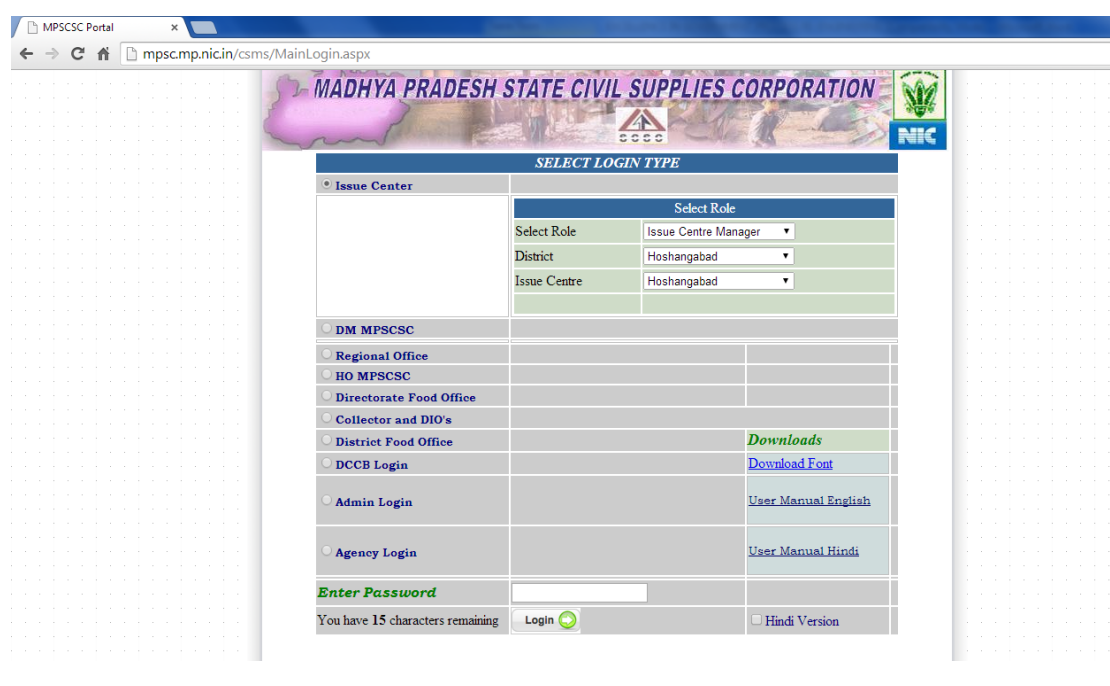
10. **Capacity Building and Organizational Sustainability** (Give details about hiring skilled staff, imparting training etc.#)

11. **Accountability** (Give details about, impact on transparency of process, fixing responsibilities etc. #)

> Roles and responsibilities of various stakeholders have been fixed and since it is online, therefore the transparency of the process is very good.

12. **Innovation** (Give details on the extent to which re-engineered process is unique, compared to other common process re-engineering efforts, impact on number of steps required, identification and removal of bottlenecks/Irrelevant steps etc. #)

> Generally, the procurement process has been computerized; however, the real leakages of food grains happen between the procurement and godown. This system has been effective in plugging the leakage and thereby improving the reliability and accountability of the complete wheat procurement process.

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. #)

> Operators at Procurement centre, runners, Operators at Godowns, Control room to monitor the transportation are the part of the team. Roles and responsibilities have been clearly defined for every employee.

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

   > (i) Helps in effectively monitoring of the transportation of food grains and there by improves the reliability of the food grain procurement operation.
   >
   > (ii) Saves money as it helps in stopping the pilferage.

   (ii) To citizen

   > Improved transparency and saves the exchequer's money.

   (iii) Other stakeholders

   > Procurement Centres/Godowns – Easily maintainability of records.

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):

   > **G2G and G2C**

16. **Adaptability Analysis**

   (i) Measures to ensure adaptability and scalability

   > The software has been developed by NIC and enough provisions are provided for adaptability and scalability

   (ii) Measures to ensure replicability

   > Online monitoring of wheat transportation is sustainable as long as wheat procurement is there. Government of Madhya Pradesh has planned to roll out this in entire Madhya Pradesh.

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

> None

(iv) Risk Analysis

> None

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

> Change from manual entry to Online entry
>
> One control room can monitor the transportation online
>
> Turnaround time reduced to 1 day from 6 months

18. Other distinctive features/ accomplishments of the project:

> 1. Very much reduced scope for any acts of pilferage
>
> 2. Permanent digitized record helps in maintaining proper audit trail of transportation.
>
> 3. MIS report helps in effective reporting and decision making.

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