

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 State of Jharkhand

(ii) Number of delivery centres

One and each of the district and head quarter of Jharkhand

(iii) Geographical

(a) National level – No of State covered

All States of India

(b) State/UT level- No of District covered

24

© District level- No of Blocks covered

All the blocks of Jharkhand

Please give specific details:-

Number of login District, NIC, Head quarter and Election Commission level is 125 and News Paper – Media Houses Login is 50

(iv) Demographic spread (percentage of population covered)

Entire population of Jharkhand

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

Very Haphazard, Un-Systematic, undue delay, unsystematic and Lack of informatics / Information

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) #)

Online Receipt of advertisements, Classification of advertisements, Approval of advertisements

Posting of advertisements, online receipt of bills, their online verification and payment release

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4. Strategy Adopted

(i) Details of base line study done,

Reports of the DPRO's and the feedback of the various departments and offices of Govt. of Jharkhand

(ii) Problems identified,

Had to manually submit cumbersome, undue delay, unsystematic

(iii) Roll out/implementation model,

Online being uniformity, no partiality, Increased accountability, Increased transparency, Higher availability of public information, Increased efficiency due to connectivity, Compatible to Smart Phones, Tabloid, i-pad, saving of time and user friendly.

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

By letters, posters, placards, regular training to the user, resource persons regularly send to districts and sharing through video conferencing

5. Technology Platform used-

(i) Description

Technology Stack:

Language : PHP , Java Script, HTML Technology AJAX

Database : My SQL Server, Apache Tomcat

(ii) Interoperability

User Friendly

(iii) Security concerns

yes

(iv) Any issue with the technology used

Not yet

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

All the securely stored in own data center. As an agreement with the agency named Luminous Infoways Pvt Ltd

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

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

Cost Efficiency as include save time and money

(ii) Feedback/grievance redressal mechanism,

Citizen Centric

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(iii) Audit Trails,

Technology Stack recommended by NIC

(iv) Interactive platform for service delivery,

End to End online mechanism

(v) Stakeholder consultation

Increased accountability, Increased transparency, Higher availability of public information, Increased efficiency due to connectivity

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

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

web

(ii) Completeness of information provided to the users,

All the user having their secured own login panels

(iii) Accessibility (Time Window),

Any time (24*7)

(iv) Distance required to travel to Access Points

All over Jhsarkhand

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

Yes Available

(vi) status tracking

Yes Available

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

(i) Volume of transactions processed

40-100 or more advertisements daily

(ii) Coping with transaction volume growth

Yes

(iii) Time taken to process transactions,

1-2 Hour for complete a single transaction (end to end)

(iv) Accuracy of output,

Yes

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(v) Number of delays in service delivery

No

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.#)

Cost efficiency and secure from data lose

10. **Capacity Building and Organizational Sustainability** (Give details about hiring skilled staff, imparting training etc.#)

regular training to the user, resource persons regularly send to districts and sharing through video conferencing

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

Increased accountability, Increased transparency, Higher availability of public information, Increased efficiency due to connectivity

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. #)

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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. #)

1	Project Manager
2	System Analyst
3	Database Administrator
4	Programmer
5	Mass Media Professional
6	Accounting Expert
7	Data Entry Operator

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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

Increased accountability, Increased transparency, Higher availability of public information, Increased efficiency due to connectivity

(ii) To citizen

Citizen Centric

(iii) Other stakeholders

Cost Efficiency as include save time and money

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, G2B and G2C

16. **Adaptability Analysis**

(i) Measures to ensure adaptability and scalability

Some Online major Conditions are there on the form during entry

(ii) Measures to ensure replicability

Some Online major Conditions are there on the form during entry

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

One time entry and Many time Verification

(iv) Risk Analysis

Yes

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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18. Other distinctive features/ accomplishments of the project:

1. Increased accountability, Increased transparency,
2. Higher availability of public information,
3. Increased efficiency due to connectivity, Compatible to Smart Phones, Tabloid, i-pad, saving of time, user friendly

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