AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

I. **NAME OF CATEGORY- 'EXCELLENCE IN GOVERNMENT PROCESS**

RE-ENGINEERING'

1.   Coverage – Geographical and Demographic :-

(i) Comprehensiveness of reach of delivery centres,

- o Head Quarter (1)
- o JR offices (10)
- o AR AUDIT(50)
- o AR Admin(10)
- o DR ADMIN(40)
- o DCCB(38)

(ii) Number of delivery centres

149

(iii) Geographical

(a) National level – Number of State covered   1

(b) State/UT level- Number of District covered   51

(c) District level- Number of Blocks covered   313

Please give specific details:-

Area of Operations of
- Primary Societies at District level
- Central Societies at Division level
- Apex Societies at State level

More than 15 Million Members across M.P

(iv) Demographic spread (percentage of population covered)

20 % of MP State

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

- **Less computer savvy staff**

IT awareness in old aged staff was very low so it was a major challenge to begin with. So to counter this, exhaustive capacity building programme has been introduced to educate the user. Lots of training programmes of e-Governance training have been organised.

- **Change Management and capacity building**

Regular sessions are conducted for the staff of all the level with regard to the added features to the feedback for Process re engineering or smoothening the workflow management .Initially we had the experience that some people are more tech savvy while other have a little knowledge of ICT, it was thought that in order to bring about the desired result, training batches should be categorised.

- **Unwillingness of the user to change the system**

Government organizations are complex and often adamant for adopting the process which is difficult to address in an automated environment. They have lots of formats which have redundant information. The formats have been simplified to ensure minimum data entry and maximum output.

- **Empowerment and IT Culture**

The department initially emphasised on IT Infrastructure and Capacity Building measure to empower the employees and make the staff IT savvy. Laptops have also been issued to officers with connectivity so that an IT culture could be established in the Department of Co-operation, M.P

- **Mindset of the staff**

The staff has also the fear that it would put extra burden on the top of their existing paper work, Moreover, they also have the confusion of their less importance in case of the computerised system

- Data is unstructured
- Time consumption to deliver the information to higher level Authorities
- Several modes of operations (head office, division office, district office)]
- Delay in information gathering and dissemination
- No transparency in the system
- Inconsistency in the data
- Poor citizen centric services
- No Authenticity of the data

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

The Department of Co-operation, MP had 37000+ numbers of cooperative societies in 2006-07. Thus the department had a very cumbersome job to gather the complete database, lying in segmented state at various field offices, through manual processes of all these co-operative societies particularly in terms with the requirements of having basic data of membership including that of reserved class and women membership, of analyzing their financial position for granting financial aid, etc. Thus the requirement of planning and management of societies was very tedious, and department had to use not only vast amount of manual data, but also huge amount of stationery apart from the repeated non-productive use of human resources, thus rendering the whole process as highly time consuming. This process was liable to be repeated every month or rather at any time of exigency of arranging of certain meeting etc. with a very marginal time limit, with the compulsions of record to be captured through offline means only, and that too without standards and without stakeholders' full-fledged participation.

Manually society registration require documentation, communication channels (Telephonic, Post etc..) and record keeping (register entries).

Moreover Citizen has frequently to travel to the department.

To collect the data from the Societies was a very difficult task on the part of the department and its record keeping

To- Be

- Digitisation of already Registered Societies
- Society Registration Online –Email and SMS Alert
    - Inspection of Societies
    - Election of Societies
    - Audit of Societies
    - Liquidation /Revival and Deregistration

- Societies Module
  Societies have to maintain the following:
  Annual Return
          Under section 56(2)
          Frequency: Yearly
  Election details
          Under M.P Cooperative Societies Act 1960 Section 57(B)

Frequency: Five Year under M.P Cooperative Societies Act 1960 section 49(7-A)

Audit

Under M.P Cooperative Societies Act, 1960 section 58(1)

Frequency: Yearly

(Before 30th September)

Member List

Under Rule 23(3) of M.P Co-operative Societies Rules, 1962 member list is to be published by society

- Housing Societies Module
- Court Cases
- Establishment
- Complaints and Investigation
- Monthly Progress Reports
- Dissemination of Letters/Circular
- Agriculture
  - Crop Insurance, Agriculture Inputs ,fertilizer, seeds and culture,
  - Information of Seeds Production and distribution Public Distribution System (PDS)
  - Marketing – Procurement in Support Price
- IT Budget
- Reports/Dashboard

The Lessons learnt from the Process re-engineering exercise
- Always study of functionality in both manners eg. top-to-bottom and bottom-to-top
- Make number of meetings with clients
- User involvement during development
- Explain process reengineering benefits to the user
- Training to old age staff is difficult
- Staff should be categorized by their level of knowledge, accordingly should be trained
- Proper monitoring by the department

4.   Strategy Adopted

(i) The details of base line study done,

Requirements gathering

Several rounds of Visits to Head offices and field offices were made. Gathered all the different formats and discussed in detail about the work flowing the department with the senior officers

Meeting with the user and define the overall objectives of the application

During system study department has been advised to equip itself with ITR infrastructure and better Human Resource Development

Identify whatever requirements are known

SRS has been prepared and approved by department

Identify the areas which require further definition

PACS Computerisation

Government Process Re Engineering

Existing Set of rules have been changed with the approval of the policy makers

(ii) Problems identified,

Work flow identified and Processes Re –engineered

(iii) Roll out/implementation model,

Prototype model adopted

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

SMS and Email Alerts at every stage

5.   Technology Platform used-

(i)   Description,

- MS SQL Server 2008 R2
- ASP.NET 2.0
- JavaScript
- CSS
- DHTML
- Jquery
- Photoshop CS5

(ii) Interoperability

Web services created for e-Uparjan System and e-taal

(iii) Security concerns

Implemented WASP Top 10 Web Application Security Vulnerabilities

1. Invalid Input/Parameter
2. Broken access control
3. Broken account/session management
4. Cross-site scripting flaws
5. Buffer overflows
6. Command injection flaws
7. Error handling problems
8. Insecure use of cryptography
9. Remote administration flaws
10. Web and app server mis-configuration
- Level 2 Cleared
- Used IBM Apps Scan Tool

(iv) Any issue with the technology used '
- SSRS reports are slow
- Virus problems in Microsoft Technologies

(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
- Online Society Registration facilitates the citizen to avoid frequent visit to the offices and in turn saves time and money
- Dissemination of departmental Letters /Circulars –SMS Alerts
- Instantly disseminates important information throughout the state, saves money and time in Fax/Post/Telephone etc.
- Monthly Progress Reports
    a. Paperless
    b. Time Saving
    c. Information at a glance

(ii) Feedback/grievance redressal mechanism
- Grievance Registered
- Marked and sent to respective section electronically
- Action Taken
- Monitoring Reports

(iii) Audit Trails
Logs are maintained with User and IPs of the machine

(iv) Interactive platform for service delivery
- Through SMS alert at each stage
- automatic letters /objections creation

(v) Stakeholder consultation
    i. Citizens
        Over 15 Millions members are associated with the Cooperative Societies
    ii. Department of Cooperation
        Over 2000 Employees are working in the department of Cooperation, M.P
    iii. Department of Food and Civil Supplies
        About 21000 FPS are associated with Cooperative Societies
    iv. Agriculture Department
    v. Societies
    vi. NIC
    vii. Researcher/Scholars
    viii. NGOs

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

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

Web and SMS

For Registration, one has to go the website and enter mobile no. As soon as mobile no is entered an OTP is sent to the mobile of the user.OTP is to be entered into the application then the form for the registration is opened.

At every stage SMS alerts are sent to users

(ii) Completeness of information provided to the users,

The user gets SMS alerts and re directed to the web

(iii) Accessibility (occasion Window),
CSC may be used

(iv) Distance required to travel to Access Points
Approachable

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

(vi) status tracking
Yes, status of the application may be tracked

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

(ii)   Volume of transactions processed,

Over 1 lac transactions

(iii)   Coping with transaction volume growth
The application is hosted at the Data Centre

(iv) Time taken to process transactions,
Within minute or 30 seconds

(v) Accuracy of output,

Maximum

(vi)   Number of delays in service delivery

Least

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.#)**

Green e-Governance is about application of Green computing practices to the domain of·e-Governance. It involves adoption of environmentally friendly practices with respect to creation, use, and disposal of ICT facilities. There are several dimensions to green e-Governance and prominent among these relate to Power and Paper consumption, and disposal of e-Waste.

- Paperless dissemination of departmental Letters /Circulars using application.
- SMS alert to the user through SMS Gateway does not require telephonic or postal services
- Paperless monthly progress reports
- Paperless record keeping
- No need of conveyance for new society registration, use online registration system.

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

- Several Rounds of Basic Training of the computer given
- Training on e-governance organised
- Several Rounds Application specific training
- Technical Support Professional at divisions and HQ deployed

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

Online Society Registration
The process has been made fast, transparent with SMS alert at every stage. Objections/Approvals are disseminated to the citizens and moreover frequent visits to the office is avoided
Online Information gathering through Societies
Societies have to maintain the following as per the act:
AGM
Under Section 49(2)
Annual Return
Under section 56(2)
Frequency: Yearly
Election details
Under M.P Cooperative Societies Act 1960 Section 57(B)
Frequency: Five Year under M.P Cooperative Societies Act 1960 section 49(7-A)
Audit
Under M.P Cooperative Societies Act, 1960 section 58(1)
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(Before 30th September)
Member List
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12. **Innovation (Give details on how the usage of technology is exemplary, any use of new and emerging technology, impact on number of steps required, identification and removal of bottlenecks/ Irrelevant steps etc. #)**

Registration
The workflow has been automated to the possible extent and all the Orders and letters has been automatically generated

Data Approvals
Data is approved by the RCS, JRCS, DRCS and ARCS

Letter/Circular Dissemination
Paperless Letter/Circular Dissemination through SMS alerts since mobile penetrations is high

Data at Source

Societies logins
Entry of the data at the source. Societies have been provided logins for on line data entry of the various information as per the M.P Cooperative Act

DCCB Login
DCCB logins have been provided for updation of Fertilisers and Seed Details

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. #)**

- Role Based login
- Authentication and Authorization
- Data Approvals and Assigning task by Officers to subordinate
- Audit Trails

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

- Society Registration –Hassle free registration
- Court Cases – Fast Retrieval of information
- Establishment- Transparency
- Complaints and Investigation-Improvement in the quality of Services
- Monthly Progress Reports –Quick and Accurate data, Postal charges and travelling cost reduced
- Dissemination of Letters/Circular –Fast info, Postal charges and traveling cost reduced
- Agriculture-information-Quick and accurate information
- IT Budget –information at a glance
- Reports/Dashboard

(ii) To citizen

- Society Registration online

(iii) Other stakeholders

- Agriculture Services
- Online Society Data as per the act
- Online DCCB Data –Fertiliser and Seed

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 Services**
  - Societies Details
  - Court Cases
  - Agriculture Inputs/Services
  - Circular/letter Dissemination
  - Public Grievances
  - Stock and Budget
  - Miscellaneous
- **G2C Services**
  - Society Registration online
  - Societies Online Entry
- **G2E Services**
  - Service Details of employee

16. Adaptability Analysis

(i) Measures to ensure adaptability and scalability
- User Friendliness
- Minimum Data Entry maximum output
- Dependency on the application

(ii) Measures to ensure replicability
- M.P is the first state to implement this kind of system in the country.
- The system is database driven and generic in nature so least customization is required; however, the system may be replicated in other states with minimum customization.
- Generic Design.
- Process Re Engineering.

(iii) Restrictions, if any, in replication and or scalability
    Recently application is given Bihar for Customization
(iv) Risk Analysis

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

Online society registration change the front end process

Online society registration provides time saving and paperless instant service to the citizen. Thus the citizen needs not to approach to the office and apply for new society registration online in easy way.

Online society registration change the backend process

Manually society registration require documentation, communication channels (Telephonic, Post etc..) and record keeping (register entries). All of these eliminates by online society registration.

Societies Login

Online Data through Societies as per the M.P Co-operative Act 1960 ad Rule 1962

DCCB Login

Online Data related to Fertiliser and Seeds

Establishment

Employee detail is online and they find all information in one place. Like service record, confidential report, immoveable property detail, promotions, transfers, notice, service verification etc...

Society Functionality

Society election detail, audit detail, inspection report, liquidation, revival, deregistration, custom hiring centers all type of information is computerized.

Procurement

Agriculture inputs, fertilizer, seed, culture

IT Budget

IT Section budget is computerized and now no need to record keeping. All information available at one place and get accurate result.

Monthly Progress Reports

All information related to societies, budget, video-conference, establishment, public grievance, vidhansabha , notice board etc.. Available at single click in a proper manner and in statistical view.

Dissemination of departmental Letters /Circulars

These services complete through e-Cooperative application and get an SMS alert on any new circular and notice publish by department.

18.   Other distinctive features/ accomplishments of the project:

1. First Ever of its kind in India.
2. Give to Bihar for Customisation
3. The project has been awarded **CSI Nihilent Award –(Award of Appreciation-2012-13) in December 2013**