AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

NAME OF CATEGORY- BEST DISTRICT LEVEL INITIATIVE IN CITIZEN CENTRIC SERVICE DELIVERY THROUGH ICT:

1. Coverage – Geographical and Demographic :-

(i) Comprehensiveness of reach of delivery centres,

> Certificates hitherto issued at Taluk offices only are issued at 119 Primary Agricultural Cooperative credit societies (PACCS) identified as Common service centres in rural areas and 7 Employees thrift Societies in Urban areas. These Societies are situated through out the district so that each and every one gets easy access. The Primary Agricultural Cooperative credit societies are the only Government controlled delivery centres for providing credit to maximum number of people. Since all the 126 PAACS have been designated as Common Service Centres (CSC) geographical and demographical coverage of e-District project is naturally the widest.

(ii) Number of delivery centres

> There are in all 126 delivery centres of which 119 PAACS cover the rural and the remaining 7 thrift societies cover the Urban areas.

(iii) Geographical

(a)National level – Number of State covered

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

(c) District level- Number of Blocks covered   9

Please give specific details:-

> Kanyakumari district is subdivided into 9 Blocks. All the 126 Primary Agricultural Cooperative Credit Societies (PAACS) are geographically distributed through out the blocks.

(iv)Demographic spread (percentage of population covered)

> PAACS are situated in such a way they cover maximum populations for credit delivery. Hence maximum coverage is delivered by selecting PAACS as the CSCs.

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

> 1. There was large scale delay in delivery of certificates and at times intervention by middle men was felt leading to financial leakages for the

applicant..

2. Unnecessary expenses, travelling time, waiting time and waste of man days were felt leading to the implementation of this electronic project.

3. Files have to be preserved for future reference and possibility of misplacement also.

4. Accounting for of applications received is not prompt.

5. Overcrowding in Taluk Offices.

3. Scope of Services Covered(Number, extent and list of services made ICT enabled – extent to which a service is e-enabled may be one of the four criteria's (a) Service is requested through electronic means including mobile devices – Front-end is electronic, (b) Workflow/approval process is electronic, (c) Database is electronic/digitized, (d) Service delivery is electronic

The following 5 services are offered by Revenue department

1. Community Certificate
2. Income Certificate
3. Nativity Certificate
4. Deserted Women Certificate
5. No Graduate Certificate

Under Social Welfare Department , 5 Marriage Assistance schemes and 2 Girl Child protection Schemes are offered.

In the e-District project, the citizen approaches the Common Service Centre (CSC) wherein data entry is done by the operator along with the uploading of scanned document required to issue the certificates. It is then forwarded to the concerned VAO electronically. The VAO recommends/rejects the request based on his field enquiry and forward the same to the Revenue Inspector online. The Revenue Inspector after making necessary enquiries if needed forwards it to the Tahsildar/Deputy Tahsildar. The Tahsildar/Deputy Tahsildar after making digital signature in the certificate forwards it to the same CSC for its issuance to the applicant. As soon as the certificate is digitally signed, an SMS is sent to the applicant intimating him to collect the certificate from the CSC. Starting from Data entry all the processes are done electronically till the citizen receives the certificate.

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. #)

> To ensure the success of the project active stakeholder participation was facilitated
>
> 1) The District Administration, NIC, Sub Registrar of Cooperative Societies, TNEGA and PAACS were the major stakeholders of this project. Support from Cooperative department availed and the Primary Agricultural Cooperative credit societies are used as CSCs.
>
> 2.) Local body President's meeting was held in April 2013 to apprise them about the scheme and also request their necessary support and co-operation. This was particularly sensing owing to the user charges levied. Local body (Panchayat Presidents/Town Panchayat Chairman) leaders being men of reality readily acceded that the existing manual system was more expensive than the proposed Rs.30 user fee in terms of time and cost in addition to being prone to influence of middlemen/brokers. It was acknowledged that in the existing local system cost of certificate would be close to Rs.100. Further deliberations led to the user fee of Rs.30 acceptable to all the stakeholders.

5. Innovations (Give details on the extent to which initiative/project is unique in purpose/goal, compared to other common e-governance projects , give details about the new processes / new activities, new steps , ICT interventions, administrative process reforms, any use of new & emerging technology functionalities introduced into the system, identification & removal of any bottlenecks / give details irrelevant steps, Comparative with Original Project (Provide a comparative analysis about how is this project similar / different in services provided, design, functionality, technology, platform etc from the original project).

> In the 4 pilot districts, all the necessary hardware was provided under the e-District project. For the remaining districts it has been proposed to have system integration at about Rs.2 crores per district for hardware, training and connectivity infrastructure. The project has been successfully implemented in Kanyakumari District despite this fund. The main point to be mentioned in this successful project is its replicability. Not being a pilot district and without any additional funds, the District Administration have work hard with the available resources to make this project successful and sustainable. In the available seed capital of Rs.10.00 lakhs, only 2.50 lakhs has been spent for the preliminary works and basic infrastructure. Remaining funds have been utilized for purchase of computers to the 18 Revenue Inspector offices in the District. The profits generated have nearly doubled the funds available with the DeGS.

> The fact that in the year 2013-14, the revenue generated by issuing over 2.5 lakh certificates exceeds the seed capital stands testimony to the financial viability and technical feasibility of this initiative.

6.   Strategy Adopted

(i) The details of base line study done,

> 1. Check availability of Hardware in PAACS
> 2. Computer availability to VAOs, Revenue Inspectors , Deputy   Tahsildars
> 3. Connectivity available

(ii) Problems identified,

> Hardwares have to be upgraded in some PACCS along with connectivity. Computers have to mobilized to VAOs, RIs along with connectivity

(iii) Roll out/implementation model,

> First Implemented in one Taluk and after 2 months the remaining 3 taluks were implemented. A team of experts visited all the PAACs and trained the Staff in online entry of application for certificates.

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

> Wide publicity was given to the public regarding dissemination of Certificates through a number of CSCs. Only online certificates are issued and certificates are not issued in any other manual way.

7.   Technology Platform used-

(i)   Description,

> Postgres 9.1; Apache Tomcat web server; CENTOS

(ii)

Interoperability

> The e-district software is compatible with cross browser platforms

(iii) Security concerns

> 1. Each PACCS has been allotted with unique user id along with password so that others cannot interfere.
> 2. Similarly each VAO, RI , Deputy Tahsildar, Tahsildar have separate username and password for file processing.
> 3. The certificate is printed with 2D bar code ,so that the contents can verified using a bar code reader.

(iv) Any issue with the technology used

> Nil

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

1. The software is provided by National Informatics centre, Chennai Unit . This is a Mission mode project identified by Government of India. As and when any problem arises in the software, it is sought out by NIC. Frequent Video conferencing with all the stakeholder helps to upgrade the system.
2. All the PACCS are provided with BSNLs Broad band connectivity
3. The government offices are provided with TNSWAN statewide area network.

8. Citizen Centricity & Relevance (Give specific details on the following#)

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

Citizen can now visit at most 2 times to the nearest CSC. For applying and to collect the certificate after receiving the SMS. The charges for the certificate is only Rs.30.

(ii) Feedback/grievance redressal mechanism,

Minor feedbacks/repairs have been met out in its implementation. Especially, community names in Tamil misspelt in some cases. These have been rectified and the project is since been free from such crisis.

(iii) Audit Trails,

The District E-Governance Society accounts will be audited.

(iv) Interactive platform for service delivery,

1. As and when there arise any issues in the CSCs regarding data entry and in the processing stage the staff used to contact the E-District Coordinator and in turn he inform the issues to the concerned and follow it till the problem gets solved.
2. Helpdesk has been formed by TNEGA with 2 Contact numbers so that any issues can be recorded and will be solved.

9. Adaptability and Scalability (Give details about Local language support, ability to leverage shared NeGP infrastructure, Standardization of technology used (hardware, software, application etc. #), envisage future enhancements/plans)

1. The district Administration has the plan to embed the photo of the candidate in the certificate through the software.
2. Citizen details are entered bilingually both in local language as well as in

> English as the software has the provision for this.
> 3. Certificate also generated both in local language and in English.

10. Adaptability Analysis

(i) Measures to ensure adaptability and scalability

> The Volume of issued certificate increases in our district and we find no difference in the performance of the software which shows it is scalable and adaptable.

(ii) Measures to ensure replicability

> The same e-district software is used through out the state.

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

> Nil

(iv) Risk Analysis

> A team of members visited all the 126 PACCS and trained the Data entry Operators to use the computer correctly and appropriately. All the systems in the taluk offices are updated with latest antivirus definitions to ensure smooth operation

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

(i) Volume of transactions processed,

> ‣ Since April 2013, 4.20 Lakhs of certificate have been issued till date
> ‣ Average of 1,200 certificates issued per working day
> ‣ 1,04,088 certificates issued during April 2014 to June 2014

(ii) Coping with transaction volume growth

> In the first 12 months, 2.5 Lakh certificates were issued and in 17 Months it attains a level of 4.20 Lakhs which shows the growth of volume.

(iii) Time taken to process transactions,

> The certificate will be generated with in a maximum period of 3 Days.

(iv) Accuracy of output,

> As accuracy fails in Data entry, the copy of the Citizen Account Number details are given to the citizens before, if necessary, approving to the next level.

(v) Number of delays in service delivery

> Being the highest literate district in the State, every year around 20,000 students apply for Higher education during April, May and June and they

> approach Revenue department for certificates and some delay will happen. During this period special Deputy Tahsildars are posted temporally to reduce this pendency rate.

12. Accessibility (Give details about how following has been enhanced: user accessibility, transparency in system, single-window resolution, ease of navigation; impact on service response time, number of visits required for accomplishing the task before and after automation, Communication e-mail, SMS, web based tracking, etc.#)

> In e-District project, an individual has to approach the Common Service Centre (CSC) wherein data entry is done by the operator along with the uploading of scanned document required to issue the certificates. A nominal user charge of Rs.30 is levied per application. It is then forwarded to the concerned VAO electronically. The VAO recommends/rejects the request based on his field enquiry and forward the same to the Revenue Inspector online. The Revenue Inspector after making necessary enquiries if needed, forwards it to the Tahsildar/Deputy Tahsildar. The Tahsildar/Deputy Tahsildar after making digital signature in the certificate forwards it to the same CSC for its issuance to the applicant. As soon as the certificate is digitally signed, an SMS is sent to the applicant intimating him to collect the certificate from the CSC

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

> 1) In the CSCs citizens data is punched and relevant documents are scanned and uploaded in the web Based software and forwarded to the next officer electronically.
> 2) Once the certificate is generated, the citizen is informed through SMS and they can collect it from the respective CSC where they applied.

(ii) Completeness of information provided to the users,

> The readiness of the certificate is being informed to the citizen through SMS.

(iii) Accessibility (Time Window),

> Less than 15 Minutes to the nearest PAACS.

(iv) Distance required to travel to Access Points

> As the PACCS are located through out the district for easy access, the citizen can reach the nearest PACCS with in 2 to 3 Kms..

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

> Presently the application has to be filled online at CSC only.

(vi) status tracking

> The citizen can know the status of the application at any point of time through the web.

14. Sustainability (Give details about sustainability w.r.t. technology (technology used, user privacy, security of information shared – Digital Encryption etc. #), Organization (hiring trained staff, training etc. #), financial (Scope for revenue generation etc. #)

> During the last 16 months, about 4.20 lakhs certificate have been issued through this project. Rs. 30/- is being collected as application fee at CSCs wherein Rs.5/- goes to e-Governance society. Thus the society has earned 21.00 lakhs . The funds availability with PACCS has also increased. Without any maintenance fund from Revenue Department, financial viability has been attained by the PACCS. Depending upon the number of applicants , the Data entry Operator in the PAACS are paid. In some PAACS Rs.10 is paid for an application and in some other they paid as monthly salary also. Hence for each application a sum of Rs.15 goes to the PAACS exclusively.

15. Ease of transaction (Give details about method deployed to educate user on how to avail service, security of data shared by user(if applicable), completeness of information provided, Linkages for financial processes (if applicable), etc. #)

> 1. Citizens have to bring necessary documents for scanning in the CSCs by the data entry Operator. What are all the documents needed for a particular type of certificate is being displayed on all the PAACS so that the users can have an idea about the documents required.
> 2. Users need not type anything as the Data entry Operators in the PAACS will type and scan the necessary documents and upload through the software.
> 3. The user collect the certificate from the respective PAACS when the SMS is received by them .

16. Appropriateness of context and degree of localization (Give details about degree of localization i.e. local language interface, database support etc. relevance of content, etc. #)

> The citizen data is entered both in Local Language as well as in English
> The contents of the certificate is in local language along with English.

17. 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.#)

1. District E-governance Society has been formed with the seed capital of Rs.10 Lakhs only , which was spend for the purchase of Computers and BSNL connectivity to 18 Revenue Inspectors office.

2. Since 14th April 2013, 2.5 Lakhs certificates were issued in a year, which means a revenue of 12.5 Lakhs was earned by the District E-governance Society at the rate of Rs.5 per certificate.

3. Similarly 62.5 Lakhs of rupees have been shared by the PAACS with in a year. They have spent only a few thousands for up gradation in some PACCS initially. Data entry is done by the staff in most of the PAACS and an amount of Rs.10 is paid for a certificate to the Data Entry Operator in the remaining PACCS.

4. The Revenue department staff processes the application as it is part of their work assigned by the government.

18. Number of users and services(Give details about frequency of services used in last 01 year, number of visitors, number of unique visitors, number of users etc. #)

❖ Service started in 14th April 2013 for one Taluk and remaining three Taluks since 01st June 2013.
❖ As on date 4.20 Lakhs certificates have been issued.
❖ Average of 1,200 certificates issued per working day
❖ 1,04,088 certificates issued during April 2014 to June 2014

19. Benefits Accrued / Impact assessment (Give a comparative Analysis of pre- & Post- implementation in terms of (a) Service Access points, (b) service charges paid by user, (c) travel cost, (d) indirect cost incurred by user, (e) comprehensiveness of service/information provided, (f) distance required to travel, (g) mode of service delivery, (h) citizen charter (time to deliver the service), (i) Green e-Governance (power & paper consumption, disposal of e-Waste etc.), (j) revenue collection, (k) Capacity Building (No. Of persons trained) etc.)

Before	After
i) The general public has to approach the officials for a minimum of five days to get his request accomplished	The general public has to approach the CSC only twice- for applying & for getting the certificate, which is located nearby to his residence

ii) Delay is natural and unavoidable owing to the sheer number of applications handled	No reason for any kind of delay if application accepted and certificate is generated with in 2 days
iii) Unnecessary expenses faced by the general public in approaching offices frequently	No expenditure owing to close proximity of CSC.
iv) Long and cumbersome process.	Simplified process.
v) Files have to be preserved for future reference. Possibility of misplacement of applications.	Files are electronically saved.
vi) Overcrowding in Taluk Offices.	No overcrowding at CSCs
vii) A file has to be created for all individuals which consumes stationary .	No file has to be created .
viii) Citizen has to visit all the offices viz VAO,RI and Deputy tahsildar office to get the certificate	Citizen has to visit only the nearest CSC and he receives the SMS once certificate is ready.
ix) Transparency and accountability is not prompt	At any point of time the number of certificates issued can be known and the movement of the file status can also be known
x) The RIs, VAOs , deputy Tahsildars and tahsildars do the file work manually	The RIs, VAOs from all the 4 Taluks were trained to use the software for incorporating their reports and forwarding. The Certifying officials viz. Tahsildars and DTs were trained to use the DSC tokens correctly. All the 126 Data entry operators were also trained.

20. 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

> 1. The Revenue of the District E-Governance Society is increasing as the number of certificates issued is high.

2. Certificate issued and Pending status can be known at any instance.
3. Greater Transparency and Accountability.

(ii) To citizen

1. Service delivery time is less
2. To visit the nearest PAACS 2 times only.
3. Service charge is less
4. No loss of wages

(iii) Other stakeholders

1. Simplified and Clear Procedures
2. No manual records maintenance
3. No public rush in the office.

21.   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):

1. E-District in Kanyakumari is a Mission Mode Project that aims to provide Government to Citizen (G2C) service delivery to the doorstep of citizens .
2. School and College going students ,Students seeking Higher education, Deserted women, Public who avail government benefits are the beneficiaries of this project.

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

The following Outcome / Benefits are available in the new system which are not available in the old system.

▸ Transparency and public participation
▸ Simplified and Clear Procedures
▸ Improvement in delivery time of services
▸ Tracking Beneficiary Details and Statistics
▸ No manual file/record maintenance
▸ No involvement of middle men/agents
▸ Easily scalable with minimum financial resources
▸ Necessary number of Xerox copies can be taken which is valid.

23.   Other distinctive features/ accomplishments of the project:

1. Selected as the Winner in SouthWest Manthan Award 2014 and got the Award
2. Transformation from Manual to Electronic Mode with digital signature and SMS integrity.
3. Not being a Pilot Taluk, the project is implemented successfully in such a way that other district officials are visiting to see the methodology used here.

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