AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF
e-GOVERNANCE INITIATIVES

NAME OF CATEGORY – 'INNOVATIVE USE OF TECHNOLIGY IN e-GOVERNANCE'

1. **Coverage – Geographical and Demographic :-**
   (i) Comprehensiveness of reach of delivery centres

   > e-GRAS is a web based System and is accessible to anyone having the net connectivity. The main objective of e-GRAS is to facilitate taxpayer/citizen convenience in many ways including anywhere any time payment, extended time and a choice of banks. Similarly it is a place where all proper electronic accounting and reconciliation process is being maintained on real time basis. e-GRAS facilitates the use of modern electronic payments system for the online receipt of Tax and Non Tax Revenue. Even, e-GRAS facilitates for printing of Challans for those who want to make payment to Government in manual way i.e. by depositing amount through Cash/Cheque/Demand Draft. e-GRAS Application may be accessed by anyone having internet connectivity.

   (ii) Number of delivery centres

   > Any Individual/Corporate having web connectivity can access the e-GRAS application.
   > Wherever internet connectivity is not available to any individual, he/she may use services of Citizen Service Centres (CSC). The rates have been prescribed by the State government.
   > In such a way, it is accessible to taxpayers/citizens anywhere and anytime.

   (iii) Geographical
      (a) National Level – Number of State Covered   One - Rajasthan

      (b) State/UT level – Number of District covered   All 33 Districts

      (c) District Level - Number of blocks covered   All 255 Blocks

   Please give specific details:-

   > The State Government has made mandatory to generate the challans using the e-GRAS application and banks have been instructed to entertain only challans generated through e-GRAS Application. Banks are also getting details of each manual challans either electronically by sync technology or through download method.   Therefore e-GRAS system is being used extensively by all the stakeholders. Presently e-GRAS system is being used for both the purpose i.e.

Internet Banking as well as manual payments.

(iv) Demographic spread (percentage of population covered)

100 % population is covered under this project.

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

Process before Initiatives – Taxpayer/Citizen had to approach to a particular department for which he had to make payment to collect the respective format of blank challan. Thereafter, he/she had to fill the details and rush to bank for depositing the money. After making the payments, taxpayer/citizen consumed services by producing the challan to concerned department. On the other side bank used to send the copies of challan to treasuries on next working day or sometimes even after 2-3 days. After receiving the copies of challan, the same was fed into the treasury for monthly account preparation and reconciliation with department. Similarly Departments used to feed the details in their own system. Thereafter, Departments reconciled the figures with treasuries.

Bottlenecks -
- The Citizen/Taxpayers have to approach to concerned Department for getting blank Challan.
- The Departments have to get pre-printed blank challans in bulk.
- There were different challan formats for different departments.

Constraints –
- The Citizen/Taxpayers were bound to deposit amount only during bank Hours and to limited branches by waiting in long queue.
- The banks used to send the details of deposited amount along with the copies of the challans on the next day or even later, that causes delay in Account reconciliation. There was dependency on the banks.

Challenges –
- Misclassification of challans was a major challenge. Since Citizen/Taxpayer being not aware of accounting heads caused misclassification in accounting heads.
- Getting bulky manual challans from different banks across the geographically spread area of the state was another issue.
- Feeding challans at multiple entry points causes the reconciliation issues with departments.
- Handling bulky papers of challans was a major challenge.

3. **Scope of Services/Activities Covered**

All the services that include revenue into Government Account have been taken up through this project that covers –

1. **Internet banking –** presently 8 banks have been integrated for Internet banking. The discussions for payment gateway are in progress at Finance department level and it is likely to be integrated very soon.
2. **Manual Payments –** e-GRAS also allows printing manual challans that could be deposited into the agency banks in a physical mode. Banks are also downloading/getting data of manual challans from the e-GRAS site and submitting the electronic scrolls to treasuries.
3. **E-Treasury –** e-Treasury has been established in the state to take care reconciliation and account preparation & submission to Accountant General Office. Electronic Account along with the hardcopies is being submitted to Account General Office. E-GRAS has been facilitated to generate various reports and softcopies of monthly Accounts.
4. **Minus Challans –** e-GRAS also facilitates Departments/Offices in generation of Minus Expenditure Challan to be used in case of Excess expenditure/Recoveries.
5. **Deface Services –** Deface services has also been extended in the e-GRAS to facilitate Departments/Offices/Treasuries to link services taken against particular challan so as to double services on the same Challan may be avoided.
6. **Department Integration Services-** e-GRAS application has been integrated with Departmental Application so as the multiple entries may be avoided as well as services of the departmental applications may be integrated and extended to make available real time payment information to Departments.
7. **Data Provider Services –** Departments are also being facilitated by providing data in the softcopy to enable them to re-use the same data at their level. Data are also being exchanged in other application through Web Service.
8. **Reporting Services –** e-GRAS has been enriched by including various MIS and daily routine reports so as the same may be used for analytical purpose as well as daily activities.

Extent of e-enablement - Presently State government has made mandatory to print the Challan using e-GRAS even if the amount is being deposited manually. Hand written challans has been discontinued from August 1st, 2014. Banks have been instructed to accept only computerized Challan generated from e-GRAS site. Even banks are taking manual data from e-GRAS site to submit electronic scroll to treasuries. Electronic payments are also increasing day by day. Integration with departments is already on the way so as e-GRAS site may also act as a payment gateway for the departments. Presently eight banks have been integrated with e-GRAS site. The Discussions with banks are already in the concluding stage for obtaining payment gateway. As of Now around 70 % revenue is being received through online mode and rest is being received through manual mode by generating challans from e-GRAS application.

4. Strategy Adopted

    (i)   The details of base line study done

> The complete system study of the existing system was carried out. The Strategy adopted during the study is concluded as :
> - Domain experts were identified and associated with the study team. It was ensured that both the team works in a closed manner.
> - Field visits were arranged with the offices to know their working and business processes.
> - Core Business processes were identified.
> - Core Groups were formed including officers from different departments and field staff to discuss and finalize the study reports and processes.
> - Processes to be re-engineered were identified and put before higher management.

    (ii) Problems identified

> The major constraints and challenges were identified during the field study and the steps to overcome these challenges were suggested and it was tried to re-engineer them at the possible extents. The major problems as identified during the study are as under.
> - Various different types of challans were prevalent in the fields.
> - Misclassification of accounting head was also a major problem. Since a single challan was having multiple head printed on it and it was a major problem to identify the correct head.
> - Reconciliation of Accounts was an area where departments were facing huge problem.
> - At some places, Agency banks were far away and depositing the amount in such a case was also an issue.

    (iii) Roll out/Implementation model

> Rollout of e-GRAS project was done in a phased manner. The strategy adopted for implementation is as mentioned below.
> - Workshops of all Revenue earning departments were conducted to discuss the implementation methodology and how it could be made mandatory.
> - Departments were suggested to fix up a limit beyond which only online deposit would be accepted.
> - In case of Manual Challans, it was made mandatory to print the challan from e-GRAS site only for an amount higher than rupees 500/- and it was reduced in a phased manner for all types of challan of any amount.
> - Capacity building programs were organized to train the master trainer and thereafter it was extended up to last users.

    (iv) Communication and dissemination strategy and approach used

The strategy adopted for communication and dissemination are as pointed out below.

- The News paper advertisement was used for making the electronic payment compulsory.
- Directions were issued by Top Management for making use of electronic payments.
- Number of workshops was organized for Departments, Offices and end user.
- District treasuries were taken as a focal point for disseminations so that end user may be made aware about the system and their uses.
- Banks were requested to provide link on their site for some specific period.
- Links were provided to other Government Web site.
- Several training programs were held across the state.

5. **Technology Platform used**
   (i)   Description

   Application has been developed using dot net technology with the back end SQL Server 2008. Web service technology has been used for exchanging the data and information from Banks and Departments.

   (ii) Interoperability

   Application has been kept interoperable. Data & information are exchanged in XML format.

   (iii) Security Concerns

   Application can be accessed only through Secure Socket Layer (SSL) protocol that takes care for secure channel between client and server. The application has also undergone for security audit. AES 128 Bit Encryption for Secure Data Exchange has been used.

   (iv) Any issue with the Technology used

   No

   (v)   Service level Agreements (SLA)

   The Agreement and MOU has been signed with Banks as well as Service provides.

6. **Demonstrate innovative use of ICT for development**

Before Implementation of this initiative, hand written challans in different formats were being deposited into the bank during the working business hours. Now the scenario has changed and application has improved the quality of the services, efficiency of department and easiness of end user in the following way.

- **Single Challan format -** Before Implementation of this project, there were various different forms of challans being used in different departments. The Challan formats have been revised and a common format has been devised and that is acceptable to each and every department. The system facilitates generation and printing of unique Challan format.
- **Electronic Payments –** With the inception of this project, electronic payment facility has been extended for each and every department. The e-GRAS facilitates common software for the all revenue earning departments whereby any taxpayer/citizen can deposit money into Government Account electronically.
- **Manual Payments -** The e-GRAS also facilitates generation of Challans to be deposited manually into the bank. From August 1st, 2014, it is mandatory to print Challan from e-GRAS site only for any amount. No hand written challans are accepted by banks from 1st August, 2014 onwards.
- **Uses as Payment Gateway –** The e-GRAS is being integrated with the various departments so as it may be used as payment gateway and different departments would not require integrating their own system with Banks. E-GRAS would act as a payment gateway for these departments.
- **E-Treasury –** An e-treasury has been established in the State to facilitate submission and reconciliation of electronic accounts to AG.

e-GRAS is a web based system which allows citizens/taxpayers to deposit money into Government account by making use of modern technology i.e. through internet banking and at the same time it facilitates generation of unique challans forms to be deposited in a physical mode. It has been integrated with eight banks and banks are also submitting e-Scroll electronically to e-Treasury. The e-Treasury has also been established in the state to submit electronic Account to Accountant General Office. ICT has been used innovatively as it has made possible electronic payments by the Taxpayers/Citizens on 24 by 7 basis without worrying about working banking hours and it has made reconciliation easy and accurate. It has facilitated in reduction of misclassification cases and facilitated to departments in getting real time data.

7. **Citizen Centricity**
   (i)   Impact on effort, time and cost incurred by user

e-GRAS has put a positive impact on effort, Time and Cost incurred by User. It has reduced time, made access easy without any extra cost.

Before Implementation	After Implementation
Taxpayers/Citizens have to go to	The Challan is available on the Web site. It

concerned department for collecting the Challan.	has reduced the physical movement and time.
Taxpayers/Citizens have to go to bank for depositing the amount and he has to join the long queue.	Internet Banking facility has been extended under the project and No physical movement is required. It has reduced the Time, cost and efforts.
Taxpayers/Citizens could get deposited money during bank hours and only on bank working days.	The same may be done at anytime and anywhere (24 by 7) using Internet banking facility. It has extended any time service facility.
In manual payments, Users were required to go to authorized bank branches only.	Here, user may deposit money using internet banking without considering the bank branch. It has increased delivery channels.
Various formats of challan were prevalent in the system. User has to select required form.	Single format of the Challan has been designed. It has reduced the cost of the department.
Challans were only available at department/office only.	Now Challans may be taken from Web site, if net savvy or from the Citizen Service Centre (CSC).

(ii) Feedback/grievance redressal mechanism

A Helpdesk facility has been established at Directorate of Treasuries & Accounts for grievance resressal which is equipped with Computer Systems and phone facility. Simultaneously contact details of nodal officers have also been published on the web site. Details of e-Treasury have also been provided on the web site. E-mail facility is also available.

(iii) Audit Trails

e-GRAS system has been developed as per the rules and regulations of the State government. Complete audit trails is maintained in the system. Who and when the system was accessed, are also maintained in the system. System keeps the logs of the changes, if done in existing records.

(iv) Interactive platform for service delivery

Ultimately user has to seek the services from the government Offices, therefore facility to view the payment details have been extended to Offices. Any office may view the payment details by log-in the e-GRAS system. He has been provided credentials to use the system. End user can interact by dropping simply an E-mail or make a phone call to the help desk/nodal officers whose details are available on the e-GRAS site. Deface facility has also been extended in the e-GRAS system.

> Workshops and training programs are also executed as & when required.

(v)   Stakeholder consultation

> Several brain storming sessions and workshops were organized with all stake holders to conceptualize the project. The major stakeholders include taxpayers/citizens, Departments, Offices, Banks and Treasuries. The detailed functionalities were discussed during the study and development phase. All the stakeholders were directed to consult with their end users to make aware them about the new system and how it would be helpful and beneficial to them. Regular workshops and training programs are organized with stakeholders. Regular meetings are conducted with banks and departments. Departmental applications are being integrated with e-GRAS applications to ease their functionalities.

8. Adaptability and Scalability

> Application has been developed using three tiered architecture and is re-usable as well as scalable. The business logics are loosely coupled with the database. The same application has been replicated in Chandigarh. The Application is hosted at State Data Centre and it has been leveraged to use shared Government Infrastructure. The e-GRAS application is the part of NeGP mission mode project. The web service technology has been used to exchange the data among various stake holders. The details being shared in XML format. The standard AES 128 bit encryption technology has been used to encrypt the data while exchanging between stakeholders. The application is scalable in the sense that majority of coding is dynamic and integration with the departments is done with minimum code changes. The application has been tested on much higher load than current load.

9. Adaptability Analysis
(i)   Measure to ensure adaptability and scalability

> Standard technology, methodology and XML formats have been used. Three tiered technologies have been adopted so as the business logics can be loosely coupled with front-end and back-end architectures. The project is functionally scalable in the sense that its ability may be enhanced by adding new functionality at minimal efforts. Application has been tested on much higher load and number of Transactions than current load.

(ii)   Measures to ensure replicability

> The application has been tried to keep simple and generalized. Wherever required data exchange, standard methodology of data transfer has been used. The Operational and Technical documents has been prepared and keep on revising as the changes are done in the application. The application has already

been replicated at Chandigarh.

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

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(iv) Risk Analysis

Minimum risk is involved in adaptability and scalability. The application has already been integrated with Departments and it has been tested thoroughly. Simultaneously data exchange methodology is also well established. Also, application is scalable and adaptable in the sense that business logics are loosely coupled with database.

10. New Models of Service Delivery

Finance Department, Government of Rajasthan has entrusted the project to National Informatics Centre, Government of India under NeGP as a part of State Mission Mode Project. The e-GRAS has introduced new channel of 'Electronic Payment' for service delivery. Before Implementation of this project, only manual payment option was available for revenue collection.

11. Efficiency Enhancement
(i) Volume of transactions processed

The volume is constantly growing. The Financial Year wise details are as under:	
FY 2014-15 [April-14 to July-14]	10,86,559
FY 2013-14	17,60,574
FY 2012-13 (from Dec-12-Mar-12)	12,260

(ii) Coping with transaction volume growth

Sufficient server capacity has already been built-in under the project to cope up with the increased volume.

(iii) Time taken to process transactions

Instants after submission of the details. Maximum details are available on the selection and response is received in insignificant time interval.

(iv) Accuracy of Output

Accuracy of the output is very high as most of the information is available on

selection and only relevant information is displayed for selection. User is required to feed minimum information. Also, the accuracy is always cross checked with respect to different channels and reports.

(v) Number of Delays in Service Delivery

No delay is reported in service delivery.

12. User Convenience
(i) Service delivery channels

Available Service Delivery Channels are :
1. **Web -** Online net banking facility has been extended for making payment electronically to Government and status tracking.
2. **Manual Payments –** Facility to print challan and the same may be deposited into the concerned bank.
3. **Citizen Service Centres –** Citizen Service centres has been authorized for feeding details and printing of challans for the users not having any web access.
4. **E-mail –** E-mail facility has been extended for reporting any query or problem in availing services.
5. **Help Desk –** Help Desk facility has been extended for contact in case of any query.
6. **SMS –** SMS facility is available in case of forget password.

(ii) Completeness of information provided to the users

e-GRAS application has been designed with the feeding of minimum entry. Most of the details are populated on selection. Without feeding mandatory fields, system does not allow to go ahead. The mandatory fields are marked in the system. It ensures the completeness of the information.

(iii) Accessibility

e-GRAS is a web based application and electronic payment may be made anytime without any time constraints. It is available 24 by 7. In case of manual payments, the challan may be printed anytime (24 by 7) and may be deposited into the bank during bank working hours.

(iv) Distance required to travel to access points

In case of electronic payment, no distance is required to travel and may be done from Home/Office itself subject to availability of Net facility. In case of Manual payments, Government has authorized agency banks across the State for revenue

collection. Citizen Service Centres across the State has also been authorized to provide the printed challan on prescribed rates.

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

The challans may be filled online and may be either submitted online through net banking or may be printed for manual payments in nearby agency bank.

(vi) Status tracking

Online facility for verification of transaction is available in the application.

13. Sustainability

The application has been developed using dot net technology. The application uses encryption (AES 128) technology for data exchange with banks and departments. Application also uses SSL protocol for secure transmission. The Application is meant for collections of taxes and non-taxes revenue of the state electronically as well as manually. The Trained staff is not required for operation of the Web Application however maintenance would require technical staff. The online help is available on the home page of the application. The trainings and workshops are organized as and when required.

14. Result Achieved/Value Delivered to the beneficiary of the project

(i) To Organization

The e-GRAS has improved the functionality of the organization significantly. The some of the details are as under.
Results –
- Banks are uploading electronic Scroll. Therefore, it is no need to feed manual challans. This saves a lot of feeding time and it increases the data accuracy as no re-feeding is required. Also, it saves lot of papers.
- Internet banking provides real time feedback of payments. Thereby, the instant position of funds is available to Departments.
- It has reduced storage and maintenance of physical challans because No physical challans are received in case of online payments.
- Single Challan format has simplified the process as multiple forms make the job cumbersome.
- Monthly Account preparation and submission to A.G. Office has become more efficient and faster since electronic payments have overcome existence of physical challans.
Key Learning – Top management support is the key to success the project. High authority's keen involvement in executing the project is a panacea for the success of the project.
Feedback/Positive Difference - It has been appreciated by the e-Treasury as

account preparation and submission process has become simple and easy.

(ii) To Citizen

The e-GRAS has made life easy. Citizens/Taxpayers are not required to move around for getting challans and payments. The some of the details are as under.
Results –
- It has reduced physical movement of citizens/taxpayers in going to Bank and waiting in long queue.
- They get the instant response in case of online payments. It saves time and efforts.
- Availability of historical records on the e-GRAS would reduce the necessity of having photocopies of challans.
- Availability of services 24 by 7 has facilitated making payments at anytime anywhere.

Key Learning – Training and workshops play a major role in implementation of the project. Extended facilities would always be welcomed by masses. User convenience should be the utmost priority especially to Citizen Centric Project.
Feedback/Positive Difference – Constant Positive feedbacks are received from Dealers/Taxpayers and citizen regarding online payments as they are now not required to make payments well in advance and only during bank hours.

(iii) Other Stakeholders

The e-GRAS has also facilitated other stakeholders that include Departments, Banks and treasuries. The some of the details are as under.
Results –
- Department are getting real time revenue information that has made monitoring more effective.
- It has reduced the cases of misclassification.
- Departments are downloading the data in softcopies and using in their own local system.
- Integration of Departmental application has eliminated double entry and they are getting real time payment information.
- Departments are getting reconciled information as they are not required to approach to treasuries for collecting information.
- Treasuries are not required to re-feed receipt information as the same is already available while manual challan was generated.
- Banks are not required to send physical Bank Scroll. It saves lot of papers and time. Banks are sending electronic scroll to e-Treasury.

Key Learning – Security is a major concern in exchanging the information between different entities. Coordination between different entities play major role in smooth functioning of the application.

> **Feedback/Positive Difference –** Banks have provided positive feedback as they are now not required to send physical bank scroll. Departments are also appreciating the efforts as they are getting instant information.

15. Extent to which the objective of the project is fulfilled

Stakeholders
- Taxpayers/Citizens
- Departments
- Banks
- Offices
- Treasuries/Sub-Treasuries
- AG Office

Size of Stakeholders
- Finance Department
- All 179 Government Departments
- 22000 offices
- 41 Treasuries and 225 Sub Treasuries
- 345 Bank Branches
- AG Office
- All remitters and tax payers (citizens)

Objectives
The main objective of e-GRAS is to facilitate taxpayer/citizen convenience in many ways including anywhere any time payment, extended time and a choice of banks. Similarly it will be a place where all proper electronic accounting and reconciliation process can be maintained on real time basis. e-GRAS facilitates the use of modern electronic payments system for the online receipt of Tax and Non Tax Revenue.

Extent of fulfillment of Objectives-
Government to Citizen Services (G2C) –
- Taxpayers/Citizens have been facilitated 24 by 7 services (any time payments).
- Taxpayers/Citizens have been provided options for deposit revenue in various banks (anywhere).
- Single Challan format has been designed for all type of payments. It has simplified and made the process easy.
- Taxpayers/Citizens are not required to move physically for payments. It saves time and efforts.
- Taxpayers/Citizens are in a position to have online historical records.
- Taxpayers/Citizens are not required to visit Government offices for collecting blank

Challan.

Government to Business Services (G2B) –

- Banks are sending electronic scrolls to e-Treasury. It saves lot of papers, time and efforts.
- Citizen Service Centres are providing printed challans on prescribed rates.

Government to Government Services (G2G) –

- Treasuries have stopped re-feeding of Challan information as Banks are uploading electronic Scroll. This saves a lot of feeding time and increases data accuracy.
- Monthly Account preparation and submission to A.G. Office has become more efficient and faster as payments through manual Challan has reduced.
- Department are getting real time revenue information that has made monitoring more effective.
- It has reduced the cases of misclassification.
- Integration of Departmental application has eliminated double entry and they are getting real time payment information.
- Departments are getting reconciled information as they are not required to approach to treasuries for collecting information.

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

Treasury Rules were modified to include processes for electronic payment, e-receipts and revision in formats of Challan and account submission. Interface has been provided to AG and Agency banks. Accounts data are being provided in softcopies to AG. The detail impact is mentioned in the below table.

S.N.	Impact Parameters	Before Implementation	After implementation
1.	**Improvement in delivery time of services**		
(a)	Treasury Functions- Account Compilation	Account Compilation for manual Challan was very cumbersome process as all challans were required to first sort and then to send all these to A.G. Office.	Electronic Challans have reduced the number of manual challans and the process for compilation has become simpler. Now it is possible to submit the Account to AG office much earlier than before.
(b)	Bank Scroll	Manual Bank scroll was being received in the treasuries and details of the challans are fed in the treasuries. Therefore the revenue Information was not available instantly.	Electronic Scroll has reduced data feeding work in the treasuries and the revenue information is instantly available.
(c)	Electronic	Users were required to go	Electronic payments have

	Payments	to only Agency bank for depositing Amount.	made life much easier and more options are available to Users.
(d)	Availability of Information	Departments were required to visit to treasuries for getting information and the same could be available at least a month later.	Departments are getting information on the same day in case of electronic payments. In case of manual payments, the same is available in 3-4 days.
2.	**Better Beneficiaries feedback**		
(a)	Payment Feedback to departments	Not available to Departments.	Real time availability.
(b)	Instant Payments	Manual payment.	Electronic payment which saves time and Cost.
(c)	Online payment by banks and intimation to treasury.	Banks were making manual payments and sending physical scrolls to Treasuries.	Now online payment is possible and due to automation of bank and Treasuries, online scrolls are submitted and reconciliation is being made through the system.
(d)	Real time and error free reconciled daily receipt position	Decentralized system.	Centralized online web based system.
3	**Improvement in measurable indicators**		
(a)	Improved treasury system	e-Treasury concept was not there.	e-Treasury has been established and real time information is available to beneficiaries.
(b)	Allow better cash flow management	Receipts figure on monthly basis.	Real time receipt figures.
(c)	Ensure adequate controls to minimize risk of fraud and malpractices	Manual practices involved.	Electronic payment, Effective control and validations in the system to avoid fraud and malpractices.
(d)	Provide better interface with Agency Banks and Accountant General	Interface was not available due to offline practices.	Automated Treasury functions which are accessible to 8 Agency Banks with 345 branches and AG.
(e)	Provide better	Could not view their	It is available on the web.

	interface to stakeholders: Departments, Banks, Tax-payers	relevant information.	
4.	**Simplified Procedures**		
(a)	Availability of receipt data at central level for monitoring	Decentralized offline system.	Online availability of data at central level for monitoring and better planning.
(b)	Amendment in Treasury rules	Processes for e-payment were not available.	Rules simplified for making the services accessible.
(c)	Re-designed Challan format	Multiple formats of Challan were prevalent.	Single format has been accepted.
(e)	Bank Scroll Format	Different banks were submitting different format.	Unique format for scroll has been designed and banks are submitting electronic scroll.
(f)	Electronic Data Exchange Format	Not in use.	Electronic Data Exchange formats were designed to share data with banks.

17. Other distinctive features/accomplishments of the project

Emerging Technology

- Web Technology for e-GRAS site Development.

- Web Service for Data Exchange with Banks and Departments.

- AES 128 Bit Encryption for Secure Data Exchange.

- Secure Socket Layer for Front End Security.

- SMS facility to recover Password.

Increased efficiency of the Department

This web application has increased the efficiency of the department. Finance department gets the real time pictures of the state revenue. With the success of the project, it has been decided to discontinue the hand written challans and only computerised challans generated through e-GRAS application would be entertained. Electronic payments are increasing tremendously in the state thus reducing physical challans and their maintenance. Treasuries are not required to store physical challans which in turn save storage space as well as their maintenance. Earlier departments were required to approach treasuries for their account reconciliation with physical records. Now departments may reconcile their accounts without moving to treasuries as electronic account is available online at their door step. Also, Departments having their own application may use e-GRAS as a payment gateway that will eliminate requirements of integration with banks. E-treasury has been established in the state that submits account

to AG without physical copies of the Challan. Electronic Challans have replaced physical challans and it saves lot of money as there is no requirement for storage of physical challans, their submission to AG Office and their maintenance. Earlier departments were required to keep printed blank challans in the office for public use. Now they are not required to keep blank challans thereby reducing storage cost as well as wastage cost.

Transactional Details

e-GRAS application is handling large volume of transactions. In this current financial year, electronic payments of over 2.8 lakhs transactions amounting Rs. 12893 Cr has been done so far and it is expected to cross electronic payments of Rs. 36000 Cr by the end of this financial year. While in the last financial year, it was only 2.45 lakhs transactions amounting Rs 17680 Cr.

Helped Public

e-GRAS Application helped public at large. As public is not required to go to banks for Payments, they may submit using internet banking at any time. It has extended hours for public as 24 X 7 facility is available for payments. Before implementation of e-GRAS, public were required to reach government offices for getting blank challans and then to banks for payments. Now, even manual challans are available on the e-GRAS site. Public is not required to keep copies of the Challan at their end as electronic records are available to them and any time the copies of the challans may be taken from the e-GRAS site.

Green Governance

State government has introduced electronic Receipt in the state. Manual Challan requires printing of challans in multiple copies and consumes lot of paper and power. Electronic Receipts eliminates printing of Challan in multiple copies and save consumption of paper and power. Similarly Banks are submitting electronic Scroll to e-Treasury and it also save lot of paper printing. In such a way, green governance is being implemented through this project.