

## AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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### 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,

Project 'e-Mausam Weather Forecasting and Agro advisory' facilitates the farmers and farmer community including Agriculture Scientist, Researchers in the State of Haryana (India) using bilingual portal and value based SMS services using NIC (SMS) gateway. The system was inaugurated and dedicated by the Hon'ble Chief Minister, Haryana in state level function held at Haryana Civil Secretariat, Chandigarh

##### (ii) Number of delivery centres

District specific delivery Through SMS and Web based

##### (iii) Geographical

- |                                                |                               |
|------------------------------------------------|-------------------------------|
| (a) National level – Number of State covered   | one (Haryana)                 |
| (b) State/UT level- Number of District covered | 21 (all Districts of Haryana) |
| (c) District level- Number of Blocks covered   | 119 (All blocks Haryana)      |

##### Please give specific details:-

About One lakh and ten thousands farmers and 3500 agriculture scientists are registered under the application and getting benefit from the project

##### (iv) Demographic spread (percentage of population covered)

About initial phase 10% farmers population covered in the state of Haryana

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

1. To extend the lab outcome in the form of agro advisory to the farmers and farmer's community was cumbersome
2. No Real time system of alerting the farmers regarding abnormal weather condition and action on management practices
3. Traditional ways like Radio/News Papers were used to alert the farmers and educate them thus there was gap or delay in

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dissemination of information

4. The project **“e-Mausam-Weather forecasting and Agro Advisory”** a bilingual (Hindi & English) was conceptualized with the joint efforts of National Informatics Centre, District Unit, Hisar and Department of Meteorology, CCS Haryana Agriculture University, Hisar with the vision that the agriculture is extremely vulnerable to the abnormal weather conditions and further the value added agro advisory based on the present/future weather conditions leads better productivity in farm operations and furthering the farmers and overall the farmer's community. Further, the project was initiated considering that every farmer is mobile phone user and some progressive farmers also explores web portals for gaining new agriculture farming concepts and techniques, hence with the innovative use of mobile technology and by using e-Mausam applications, crop situation and anticipated weather condition in consultancy with other extension subject specialists, Agro-advisory bulletins /alerts comprise weather forecast and action of management practices to be taken by the farmers in respect of various crops/animals are being informed by using web as well as SMS, thus reducing the gaps and delay and extending more lead time to the farming community and other stake holders by minimizing farm loses due to the abnormal weather condition and increase in farm's productivity with the efficient management of day to day operations.

**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

District specific delivery Through SMS and Web based for all 21 districts of Haryana. Covering three aspects of e-enabled mode

1. Front-end is electronic
2. Database is digitized
3. Service delivery is electronic

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**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. #)

1. Professor/head and Scientists of Department of Agro Meteorology, CCS Haryana Agriculture University, Hisar
2. The department issue the weather forecasting based on the IMD data and further district specific agro advisory issued based on the future weather condition or on forecasting basis
3. Farmer, Users and agricultural Officer, Feedback was taken in Kisaan Melas of the University; As per feedback, more than 90% user satisfaction

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**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).

The project an exemplary innovative project as of integration of ICT enabled technology tools and mobile technology and serving the farmers of the state of Haryana.

The Weather Forecasting and real time Agro Advisories using web application (<http://emausamhau.gov.in>) and SMS alerts using NIC-SMS (web) gateway are extending more lead time to the farmers and farmer's community by minimizing farm losses due to abnormal weather conditions and also increase their farm productivity with the efficient management of day to day farm operations.

Agro-advisory bulletins /alerts comprise weather forecast and action of management practices to be taken by the farmers in respect of various crops/animals.

**Analytical e-dashboard** equipped with statistical analysis presenting in the form of line graphs are also being placed on the portal along with the other parameter like the present weather and geographical parameters on daily basis which includes minimum and maximum temperature, relative humidity conditions, wind speed, wind direction, evaporation, rainfalls and advisory alert /remark by the agriculture scientist/expert

### Comparative analysis

S#	Pre deployment scenario	Post deployment benefits
5.1	Uncertainty prevailed amongst the farmers about the future weather conditions which play vital role in agriculture and farming	Weather forecasting of next four days extending more lead time to the farmers and farmer's community by minimizing farm losses due to abnormal weather conditions and also increases their farm productivity with the efficient management of day to day

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		farm operations.
5.2	Farmers and scientist of farming community remained depended for different types agro advisories disseminated through Radio/TV and local & regional newspapers	Weather Forecasting and real time Agro Advisories using web application ( <a href="http://emausamhau.gov.in">http://emausamhau.gov.in</a> ) and SMS alerts in Hindi/English using NIC-SMS gateway (web) on the registered mobile numbers of the farmers under DD-CCSHAU id
5.3	No conclusive analysis in manual system	Statistical analysis (e-Dashboard) presenting in the form of line graphs are also being placed on the portal along with the other parameter like the present weather and geographical parameters on daily basis which includes minimum and maximum temperature, relative humidity conditions, wind speed, wind direction, evaporation, rainfalls and advisory alert /remark by the agriculture scientist/expert
5.4	Farmer (s) have to visit with different scientists and other subject specialists for getting agro advisories based on weather condition and there were delay and gaps between farming community and stake holders	Now, with the innovative use of mobile technology and by using e-Mausam applications, now crop situation and anticipated weather condition in consultancy with other extension subject specialists, Agro-advisory bulletins /alerts comprise weather forecast and action of management practices to be taken by the farmers in respect of various crops/animals are being informed by using SMS, thus reducing the gaps and delay and extending more lead time to the farming community and other stake holders.
5.5	No or less domain knowledge to the many of the farmers about the various fruitful agro advisories and future weather conditions and remain reluctant in getting such knowledge	On day to basis, number of farmers/scientists/agriculture students and officers are making online/offline registration and enrolling them-selves for getting such details on their mobile. So far approximately 85 lakhs of SMS in total were sent on the enrolled mobiles.

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### 6. Strategy Adopted

(i) The details of base line study done,

The Department of Agro Meteorology, CCS Haryana Agriculture University, Hisar processed the IMD data for area specific and possesses domain expertise in issuing weather forecasting. Considering that agriculture sector is extremely vulnerable to the abnormal weather condition and how to reach the farmers of Haryana to cater by issuing real time alerts and value based agro advisory.

The concept was conceived with the joint discussion of Agriculture Scientists (CCSHAU, Hisar) and NIC District, Hisar scientists and further studied keeping with that the inclusion of ICT and mobile technology may serve the farmers and farmer's community.

(ii) Problems identified,

Farmers and farming community are not getting timely benefit of the domain expertise and knowledge base of the various lab outcome available in CCS Haryana Agriculture University, Hisar, despite that this was the prime objective of the university to serve the farmers of state with their domain expertise.

(iii) Roll out/implementation model,

End user must be alerted well in advance regarding three/four days weather condition added with value based agro advisory using web site as well as SMS using NIC-SMS (Web) gateway.

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

On-line/off-line registration of the farmers or any interested user using web site or sending application in hand /by post to Department of Agro meteorology CCS Haryana Agriculture University, Hisar. Farmers and other stake holders got registered during various farmers gatherings/fairs/Melas held at either university level/KVK or district/block/village level. Brochures in Hindi and English were also distributed in agriculture conferences to the farmers and scientists/participants to sensitize the other farmers.

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### 7. Technology Platform used-

#### (i) Description,

- Platform used: ASP.Net using C#
- RDBMS: MSSQL -2008
- SMS (Web) - Push
- SMS gateway: NIC (web)

#### (ii) Interoperability

System is quite interoperable as being web based and scientists may use the same at anywhere any time basis and anyone may registered on-line to get the benefit of the system

#### (iii) Security concerns

The project is secure as it has been passed through Security Audit procedure as per Government of India security policy and guidelines regarding web sites

#### (iv) Any issue with the technology used

NA

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

No, SLA as NIC is committed to extend its sustainable ICT enabled services at free of cost to the various government offices/universities

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

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

About three months took to develop such system which include system study /design and approvals etc

- (ii) Feedback/grievance redressal mechanism,

Feedback and redressal mechanism is also one of the modules of the web portal, farmers/scientists or anyone may submit their feedback online which is further redressed by the university scientists.

- (iii) Audit Trails,

The system is also maintain the IP addresses and its login ID time as audit trail from which the information is placed at portal using administrator rights. Audit trail as per GOI web guidelines are being maintained in the application

- (iv) Interactive platform for service delivery,

Using web and SMS (NIC-SMS) gateway

### **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)

The application and database have been hosted at National Data Centre (NDC) under the control of National Informatics Centre, HQ, Delhi. The application is scalable to handle large size of database using paging technique to fast access of data on the web page

### **10. Adaptability Analysis**

- (i) Measures to ensure adaptability and scalability

The system is expendable and new features including Pull SMS as well as USSD techniques will be included

- (ii) Measures to ensure replicability

The system is replicable in other states of the country to extend the agriculture lab research benefits to the land with minimum software change



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

NA

(iv) Risk Analysis

System is highly secure and hence no risk involved as

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

(i) Volume of transactions processed,

Transaction occurred on one lakh ten thousand farmers and 3500 scientists database

(ii) Coping with transaction volume growth

Database is stored at National Data Centre (NDC) at NIC Delhi

(iii) Time taken to process transactions,

Maximum 5-10 minutes

(iv) Accuracy of output,

95 %

(v) Number of delays in service delivery

Weather forecast added with agro advisory issued minimum twice in every week

### 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.)

The services of the system are directly being catered in the hand of the farmers/end-user on their mobile in the form of SMS as well as on web portal. The administrator login power to disseminate the weather forecasting and agro advisory is given to the project head of Department of Agro meteorology, CCS Haryana Agriculture University, Hisar (Haryana). It is quite transparent and trust worthy system.

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

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

Web and SMS

- (ii) Completeness of information provided to the users,

Area Specific information on web and through SMS by experts of university

- (iii) Accessibility (Time Window),

Accessible the system on any time anywhere basis. One may register on the portal from anywhere and get the benefit of SMS at no cost

- (iv) Distance required to travel to Access Points

At door step of the end-user OR in the hands of the end-user (by SMS)

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

Online and Offline both the modes available for registering on the system

- (vi) status tracking

On mobile (SMS) the information of registration as well as value-added information

### 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. #))

The system is sustainable as well as expendable to other Agriculture and ICAR institutes located at various places in Haryana. It's not a model of revenue earning but to serve the farmers and farmers community at no cost

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**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. #)

The project head from CCSHAU University, Hisar and one professor have been imparted training how to update the portal and they are doing it without any problem

**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 portal is bilingual (English and Hindi) and Hindi is mother language of state of Haryana hence all the end-user are gaining advantage of the system very well

**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.#)

The system developed at free of cost as one of the NIC prime mandate and the after implementation e-Mausam application the financial burden on the university has drastically reduced on such sector, as NIC is also extending SMS services (Push) at free of cost . More than **One crore SMS** have been sent using NIC (SMS) gateway to the farmers/scientists.

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**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. #)

About 1 Lakhs and ten thousands farmers and about 3500 scientists from the state of Haryana have been registered and appreciating the benefits of the system at their doorstep by web OR to their hand by SMS mobile

**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.)

- (a) Service access point : Web and SMS
- (b) Service Charges : Nil (No cost)
- (c) Travel Cost : NA (As CCS Haryana Agriculture University and NIC District center Hisar are located in the same city)
- (d) Indirect Cost incurred by user : NA
- (e) Information provided : Updated by the project head of the department (role based)
- (f) Distance required to travel : 2 Km (negligible)
- (g) Mode of service delivery : Web and SMS
- (h) Citizen Charter (time to deliver the service) : Twice in a week
- (i) Green Governance : very minimal use of paper as information provided on SMS and need not re-print
- (j) Revenue Collection : NA
- (k) Capacity Building : Project Head and one expert of Department of Agro Meteorology, CCS Haryana Agriculture University, Hisar imparted training on updating the data

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**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**

Various departments of CCS Haryana Agriculture University, Hisar are committed to extend the its services to the farmers and scientists of agriculture, hence the same commitment is fulfilled by the e-Mausam application

**(ii) To citizen**

Citizen especially the farmers and farmer's community are gaining fruitful benefits out of the expertise of the scientists/subject experts of the University.

**(iii) Other stakeholders**

Officers/officials of state Agriculture departments , Scientists of ICAR and District Administration officers are getting registered under the application

**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):

**G2C and G2G**

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

Comparative Analysis of Earlier Vs New System		
	Earlier System /Traditional System	New System after enabling "e-Mausam Weather Forecasting and Agro Advisory"
22.1	As Agriculture is extremely vulnerable to the change of weather and due uncertainty prevailed amongst the farmers about the future weather conditions	Weather forecasting of next four days extending more lead time to the farmers and farmer's community by minimizing farm losses due to abnormal weather conditions and also increases their farm productivity with the efficient management of day to day

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		farm operations.
22.2	Farmers and scientist of farming community remained depended for different types agro advisories disseminated through Radio/TV and local & regional newspapers	Weather Forecasting and real time Agro Advisories using web application ( <a href="http://emausamhau.gov.in">http://emausamhau.gov.in</a> ) and SMS alerts in Hindi/English using NIC-SMS gateway (web) on the registered mobile numbers of the farmers under <b>DD-CCSHAU</b> id
22.3	No conclusive analysis on different weather parameters like temperature/humidity wind speed, wind direction, evaporation, rainfall etc with its historical database in manual system available in the department	<b><u>Statistical analysis (e-Dashboard)</u></b> presenting in the form of line graphs and tabular forms are also being placed on the portal along with the other parameter like the present weather and geographical parameters on daily basis which includes minimum and maximum temperature, relative humidity conditions, wind speed, wind direction, evaporation, rainfalls and advisory alert /remark by the agriculture scientist/expert
22.4	Farmer (s) have to visit with different scientists and other subject specialists for getting agro advisories based on weather condition and there were delay and gaps between farming community and stake holders	Now, with the innovative use of mobile technology and by using e-Mausam applications, now crop situation and anticipated weather condition in consultancy with other extension subject specialists, Agro-advisory bulletins /alerts comprise weather forecast and action of management practices to be taken by the farmers in respect of various crops/animals are being informed by using SMS, thus reducing the gaps and delay and extending more lead time to the farming community and other stake holders by minimizing their farm loses due to abnormal weather condition.
22.5	No or less domain knowledge to the many of the farmers about the various fruitful agro advisories as per future weather conditions and deprived by gaining such useful knowledge	On day to basis, number of farmers/scientists/agriculture students and officers are making online/offline registration and enrolling them-selves for getting such details on their mobile. <b><u>So far approximately one Crore SMS in total were sent on the registered mobiles.</u></b>

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23. Other distinctive features/ accomplishments of the project:

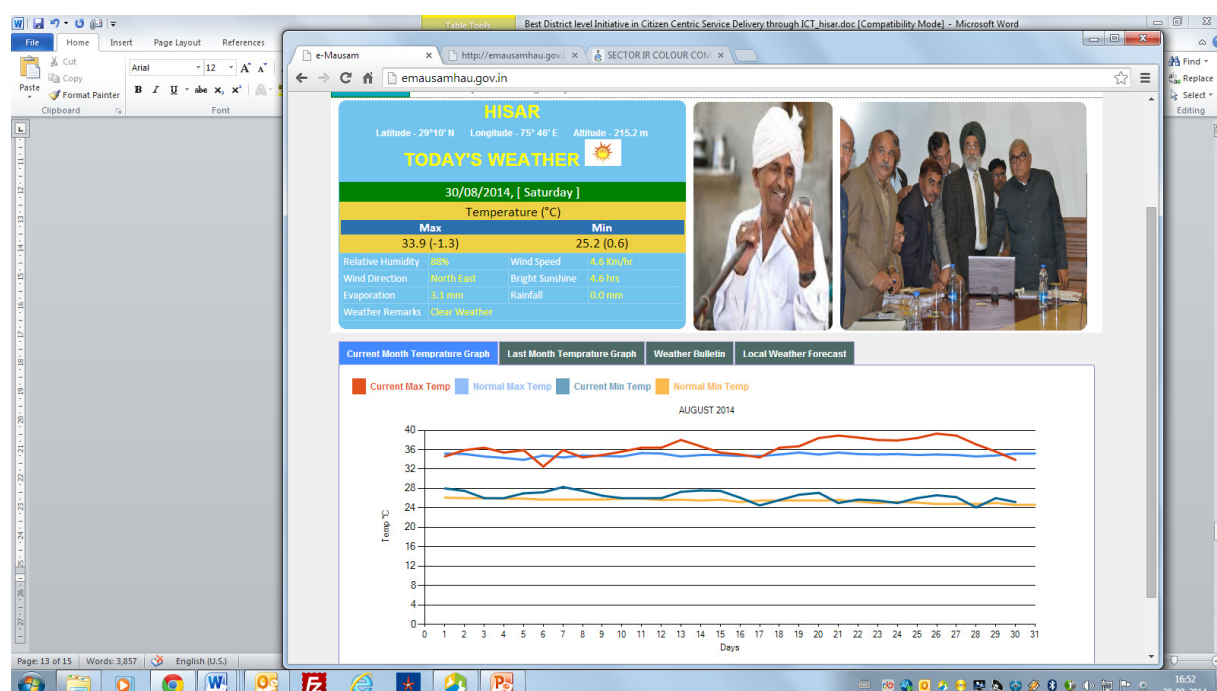
1. **e-Dashboard** (analysis on various weather related parameters with historical data available with the Department and presenting the forms of line graphs and in tabular form **Annexure-A**)
2. Portal is bilingual language (English and Hindi)
3. The application **“e-Mausam Weather forecast and Agro Advisory” inaugurated and dedicated to the farmers of the state by Sh Bhoopender Singh Hooda, Hon’ble Chief Minister of Haryana** at Haryana Civil secretariat, Chandigarh photographs placed at **Annexure -B**
4. **District level initiation and now serving entire state of Haryana –** National Informatics Centre, District Center, Hisar with joint efforts of Department of Agro Meteorology, CCS Haryana Agriculture University, Hisar initiated and now serving the entire state of Haryana
5. District Specific Agro advisory/map of Haryana presenting all the 21 Districts of Haryana in Hindi and English languages - **Annexure- C**
6. Web <http://emausamhau.gov.in> and SMS based service delivery using NIC (SMS) gateway
7. The application <http://emausamhau.gov.in> has passed all phases of security audits as per Government of India Guidelines issued under web site hosting policy, the security audit certificate is placed at **Annexure - D**

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**Other useful information/ screen shots of the portal <http://emausamhau.gov.in>  
- Annexures (as above)**

## **Annexure -A**

(Indicative of e-dashboard as well as of snap shot of inauguration by Hon'ble Chief Minister Haryana)





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### **Annexure –B**

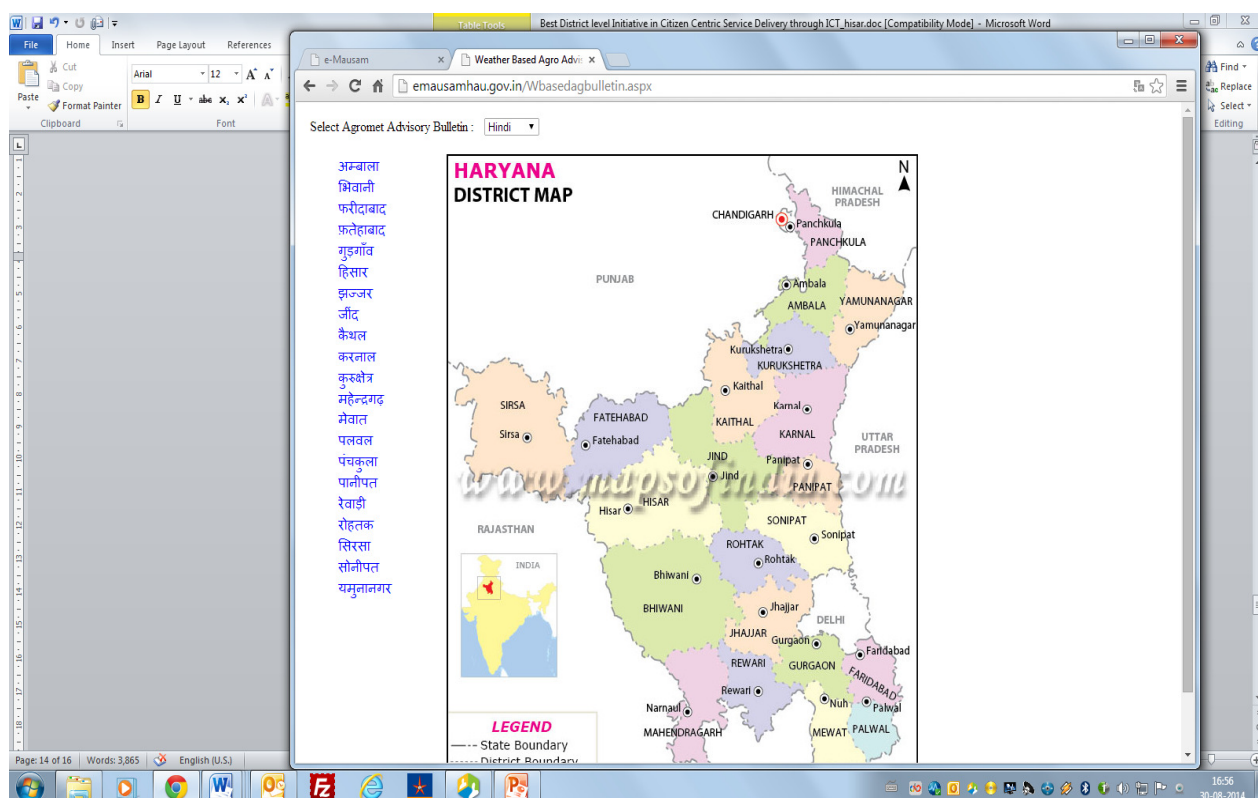
(Glimpses of the Inauguration of the “e-Mausam Weather forecasting and Agro Advisory” by Sh Bhoopender Singh Hooda, Hon’ble Chief Minister, Haryana along with other Haryana Government senior officers)



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## Annexure –C

- (a) Indicative of District specific Agro Advisory (map) along with all 21 districts hyper link in Hindi as well in English



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(b) District Hisar (Haryana) agro advisory on the portal <http://emausamhau.gov.in>

	<b>ग्रामीण कृषि मौसम सेवा</b>  <b>कृषि मौसम विज्ञान विभाग</b>  <b>चौधरी चरणसिंह हरियाणा कृषि विश्वविद्यालय हिसार</b>	
दिनांक 29 अगस्त 2014	भारत मौसम विभाग द्वारा जिलेवार मौसम पूर्वानुमान पर आधारित हिसार जिले के लिए कृषि मौसम परामर्श पत्र  (30 अगस्त से 02 सितम्बर 2014)	दूरभाष न: 284335, 255208

**मौसम पूर्वानुमान (30 अगस्त से 02 सितम्बर 2014)**

संभावित मौसम	इस दौरान आंशिक बादल छाए रहने तथा कहीं कहीं छिटपुट बुदाबंदी और हल्की बारिश होने की संभावना है ।
अधिकतम तापमान	36.0 से 37.0 डिग्री सेल्सियस के मध्य संभावित ।
न्यूनतम तापमान	25.0 से 27.0 डिग्री सेल्सियस के मध्य संभावित ।
हवा में आद्रता	42.0 से 61.0 प्रतिशत संभावित ।
हवा चलने की औसत गति (किलोमीटर प्रति घंटा )	09.0 से 16.0 किलोमीटर प्रति घंटा के मध्य चलने की संभावना ।

**संभावित मौसम के अनुसार कृषि सलाह**

कपास/ अमेरिकन और बी टी नरमा	इस दौरान आंशिक बादल छाए तथा कहीं कहीं छिटपुट बुदाबंदी और हल्की बारिश संभावना को देखते हुए नरमा कपास में आवश्यकतानुसार पानी दें ।  अमेरिकन और देशी कपास में तेला व सफेद मक्खी का प्रकोप हो सकता है ध्यान रखें । यदि ऐसा हो तो मौसम साफ रहने पर विश्वविद्यालय द्वारा सिफारिश की गई दवायों की स्प्रे करें ।
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धान	धान में तेला/हापर का प्रकोप हो सकता है ध्यान रखें   यदि ऐसा हो तो मौसम साफ रहने पर ही स्प्रे करें
गन्ना	गन्ने की फसल में आवश्यकतानुसार खाद व पानी दें   b
ग्वार	आंशिक बादल छाए और परिवर्तनशील मौसम में तेला/हापर का प्रकोप हो सकता है ध्यान रखें यदि ऐसा हो तो मौसम साफ रहने पर ही स्प्रे करें
पशु देखभाल संबंधी सलाह	<p>खुश्क और परिवर्तनशील मौसम के साथ ज्यादा और कम तापमान होने की संभावना को देखते हुए पशुओं को हवादार स्थानों पर बांधें तथा उन्हें बार बार पानी पिलायें  </p> <p>पशुओं के अच्छे स्वास्थ्य व दुग्ध उत्पादन के लिए 50 ग्राम नमक तथा 50 से 100 ग्राम खनिज मिश्रण प्रति पशु अवश्य दें और विश्वविद्यालय द्वारा दिया गया सलाह को पालन करें  </p>

# AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

## Annexure –D

(Screen shot of security audit clearance certificate as per GOI policy on web site hosting)

