AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

NAME OF CATEGORY- 'EXCELLENCE IN GOVERNMENT PROCESS

RE-ENGINEERING'

1. Coverage – Geographical and Demographic ()
(i) Comprehensiveness of reach of delivery centres,

Availability of receiving and transmission of State Guest tour programmes in 365X24X7 mode.

(ii) Number of delivery centres

All Central/state Govt . Deptts/Ministries, All resident Commissioners, All 650 Districts of Country, All Judicial and Constitutional Authorities, All foreign nationals/consulates/embassies .

(iii) Geographical

      (a)National level – No of State covered   `-- 29`
      (b) State/UT level- No of District covered   `~- 07`
      © District level- No of Blocks covered
      Please give specific details:-   `~---650`

THE WEB PORTAL CAN BE ACCESSED FROM ALL OVER THE COUNTRY

(iv) Demographic spread (percentage of population covered)

ALL OVER THE COUNTRY AND WHOLE WORLD CAN BE ACCESSED

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

State Protocol Office of Madhya Pradesh had been established since inception of the State of Madhya Pradesh. Earlier State Guest facilities to visiting dignitaries were provided in accordance to Madhya Pradesh State Guest Rules, 1958. This rule of 1958 needed a drastic change because of establishment of many new offices and designations, new technology, important good governance initiatives. Also the need was felt to strengthen District Level Protocol Institutions and facilities at locations of tourist importance. The system of declaration of State Guest , issuance of orders and its delivery to concerned agencies also needed a change. Of course incurrent scenario of IT era need arose to introduce updated ICT tools. Various circulars and instructions regarding protocol management were not readily available

at single place. To ensure a dedicated protocol management with zero error, deliver clear and transparent instructions to ensure this need for a good and dynamic interactive web portal was largely felt.

The main bottlenck to the system of declaration of state guests was that it was very long drawn procees and manual. No ready list of state guest was available every time. Also it was a challenge to issue state guest orders after the office was closed or it was a holiday. Another main constraint was that all the criteria nad cirulars were not readily available at single web portal and it was not always possible to convince state guests about the facilities being extended to them.

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) #)

The project has achieved an optimum level of accuracy in tranmitting state guest tour programmes, monitoring tours, SMS alert system. This has delivered a great value to all government departments and touring dignitaries.

After the Government Process Re-Engineering the costs and efforts are reduced to minimum level in managing the state guests reception/see off and other logistics. The Madhya Pradesh State Guest Online System has increased efficiency of the office and protocol management system all over the state by making facility to receive tour programme in 24X7 mode and transmitting information immediately.

With banning of requisition of government vehicles for protocol purposes the project had made availability of move ability of government officers all the year, thus increasing effective monitoring of development schemes with no additional cost. The government vehicles being old with low fuel average are costlier to operate for protocol purposes. Considering the cost of rented vehicle with Rs. 8 per kilometer with driver is much less than the cost involved on plying of government vehicle with low fuel average of 8 kilometers per liter and one liter costing 72 rupees, making per kilometer running cost of government vehicle to rupees 9 per kilometer with a government driver having salary up to rupees 30000 and many allowance etc.

4.   Strategy Adopted
(i) Details of base line study done,

The strategy adopted was thorough revision of old State Guest Rules , 1958 and system of protocol of visiting dignitaries from inside and outside the state, Introduction of ICT and e- Governance tools for dissemination of information, making more transparent system of administration, provision of designated liaison officers for protocol arrangements, putting all circulars , instructions at one place on Web Portal and making publicly available details of contact numbers and e mail ids of protocol officers all over the state.

To streamline the project the strategy adopted was iclusion of all stakeholders into formulation. All the stakeholders were involved at different stages in the Government Process Re-Engineering . Various stake holders to the project Central as well as State Government Departments, General Public, Mass Media, Electronic Media, Public Representatives, Civil Society Organizations etc. were consulted and their procedures studied by the State Protocol Officer. State Guest Rules of state of Maharashtra, Uttar Pradesh, Uttarakhand, Gujarat, Rajasthan, Himachal Pradesh, Manipur, Kerala, Andhra Pradesh, Tamilnadu, Karnataka had been studied by State Protocol Officer and on this basis a detailed Madhya Pradesh State Guest Rules formulated. The requirements of various stakeholders are taken into account during formulation of the Government Process Re-Engineering. Also a detailed study had been carried out of prevailing protocol practices at Government of India in Ministry Of External affairs, Presidents' Secretariat etc. as well as different States level before finalization of the project.

The concept was formulated and put before Government Draft of Madhya Pradesh State Guest Rules, 2011 and Strengthening of Protocol Management system at State Level and District Level which after detailed discussion with Finance Department, Revenue Department, Home Department, Tourism Department and General Administration Department got a concrete shape and notified in due course.

Also the project initiated to bring all relevant information on Web Portal, all arrangements of State Guests through this portal, transmission of information and SMS alert system on this Web Portal. The Web Portal **www.stateprotocol.mp.gov.in** has been developed with the help of National Informatics Centre, Mantralaya Unit, Bhopal. This Web

Portal had gone into security audit by National Informatics Centre, New Delhi and now satisfies all security features. And in this way this is an innovative, extra-ordinary, outstanding, exemplary and exceptional work.

To declare State Guest in Madhya Pradesh and for the purpose of complete transparency in the management for their reception and see off , accommodation, transportation etc, the State Guest Online System has been developed as an innovation by the State Protocol Office with the use of latest ICT tools . The methodology/technology of the system is as below :-

1. The system has been developed **for <u>first time in the whole country by the State Protocol Office of Madhya Pradesh.</u>**

2. **State Guest Online System** – Under the system, the itinerary of the State Guest on tour in Madhya Pradesh can be uploaded from any where, on the Website of the State Protocol Office at any time.

3. To feed the itinerary on the website **www.stateprotocol.mp.gov.in** , the office of the State Guest shall have to generate user Id and password after registration for the first time.

4. Approval to declare State Guest by shall be made by the State Protocol Office as per category and security category, on the basis of which an order to declare State Guest shall be formed

5.The order regarding declaration of State Guest shall be transmitted immediately on email by concerning State Guest / Divisional Commissioner / Collector / District Protocol Officer / State Protocol Office .

6.The State Guest can get the information about his/her accommodation / transport viz full detail of place of halt, room number, vehicle number, kind of vehicle, name of the driver/ telephone number etc through his/her user registration / password.

7.**SMS Alert** – Through the website the Deputy Secretary and State Protocol Officer / Concerning Collector / Assistant Protocol Officer shall receive information of the State Guest prior to his/her arrival in the district so that their should be no default in

the protocol of the State Guest.

8.Daily Visitors List – The list of the State Guests visiting the state shall be available every day on the home page of the website for the information to the public.

9.Security Audit- For the complete security of the program arrangement of VIPs/VVIPs through website security audit of the website has been made by National Informatics Centre, New Delhi.

10.Sanction of expenditure – Through the system the expenses made for the State Guest in accommodation , transport , meals etc and their sanction orders including details of payment shall be issued through computer program available on the website.

11.List of State Guests – The complete details of State Guests visiting the state arriving in Madhya Pradesh in the year and about arrangements and expenses shall be available on one click in the State Protocol Office, through the website and developed computer software resulting complete transparency in the management of protocol of the guests.

12.Amendment in State Guest Rules :- By making wide amendments in Madhya Pradesh State Guest Rules – 1958, the Madhya Pradesh State Guest Rules – 2011 has been published. Classification has been made mainly in the list of State Guests as list – A and B and in official and private visit, duration, security, vehicle arrangement, accommodation facility and communication arrangement.

13.Protocol arrangements for Guests other than State Guests:-Detailed instructions issued prescribing procedure for arrangements of reception and seeing-off, accommodation, transportation, meals etc of Guests other than State Guests viz His Excellency the Governor, Hon'ble Chief Minister, Hon'ble Chief Justice and judges of Madhya Pradesh High Court, Ministers, Senior Officers and Dignitaries having high security. All the Districts had been provided sufficient budget for Hospitality expenditure.

14.Amendment in Madhya Pradesh Order of Precedence :-_ New order of precedence of Madhya Pradesh in harmony with the central and other States' order of precedence and as result of creation of new posts / offices has been prepared in place of order of precedence published by the Government of Madhya Pradesh in 1964 and was published after taking approval from the State Cabinet.

15.Online Address Management System- To manage and maintain VIP list for Government Functions an Online Application https://vallabh.mp.nic.in/labelprint had been developed for State as well as District level. This list can be accessed by any department and can be updated at the user end effectively.

(ii) Problems identified,

State Protocol Office of Madhya Pradesh had been established since inception of the State of Madhya Pradesh. Earlier State Guest facilities to visiting dignitaries were provided in accordance to Madhya Pradesh State Guest Rules, 1958. This rule of 1958 needed a drastic change because of establishment of many new offices and designations, new technology, important good governance initiatives. Also the need was felt to strengthen District Level Protocol Institutions and facilities at locations of tourist importance. The system of declaration of State Guest , issuance of orders and its delivery to concerned agencies also needed a change. Of course incurrent scenario of IT era need arose to introduce updated ICT tools. Various circulars and instructions regarding protocol management were not readily available at single place. To ensure a dedicated protocol management with zero error, deliver clear and transparent instructions to ensure this need for a good and dynamic interactive web portal was largely felt.

The main bottlenck to the system of declaration of state guests was that it was very long drawn procees and manual. No ready list of state guest was available every time. Also it was a challenge to issue state guest orders after the office was closed or it was a holiday. Another main constraint was that all the criteria nad cirulars were not readily available at single web portal and it was not always possible to convince state guests about the facilities being extended to them.

(iii) Roll out/implementation model,

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State Protocol Office of Madhya Pradesh.

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8. Daily Visitors List – The list of the State Guests visiting the state shall be available every day on the home page of the website for the information to the public.

9. Security Audit- For the complete security of the program arrangement of VIPs/VVIPs through website security audit of the website has been made by National Informatics Centre, New Delhi.

10. Sanction of expenditure – Through the system the expenses made for the

visiting dignitaries from Ministries, Foreign Nationals, Hon'ble Judges can have now full access to information about their logistics and protocol arrangements. Any visitor can now have access to details about his transportation details-vehicle number, vehicle type, driver name, driver contact number etc. Also the visiting dignitaries can have information about reception officer, accommodation details-place of stay, room numbers, and contact numbers.

5. Technology Platform used-
(i) Description

.NET FRAMEWORk 2.0, SQL RDBMS

(ii) Interoperability

YES IT SUPPORTS

(iii) Security concerns

SECURITY CLEARED BY NIC

(iv) Any issue with the technology used

NO ISSUE. LATEST TECHNOLOGY USED

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

NOT REQUIRED.

6. Citizen Centricity (Give specific details on the following#)
(i) Impact on effort, time and cost incurred by user,

The project has achieved an optimum level of accuracy in tranmitting state guest tour programmes, monitoring tours, SMS alert system. This has delivered a great value to all government departments and touring dignitaries.

After the Government Process Re-Engineering the costs and efforts are reduced to minimum level in managing the state guests reception/see off and other logistics. The Madhya Pradesh State Guest Online System has increased efficiency of the office and protocol management system all over the state by making facility to receive tour

programme in 24X7 mode and transmitting information immediately.

With banning of requisition of government vehicles for protocol purposes the project had made availability of move ability of government officers all the year, thus increasing effective monitoring of development schemes with no additional cost. The government vehicles being old with low fuel average are costlier to operate for protocol purposes. Considering the cost of rented vehicle with Rs. 8 per kilometer with driver is much less than the cost involved on plying of government vehicle with low fuel average of 8 kilometers per liter and one liter costing 72 rupees, making per kilometer running cost of government vehicle to rupees 9 per kilometer with a government driver having salary up to rupees 30000 and many allowance etc.

(ii) Feedback/grievance redressal mechanism,

Feedback is obtained oral as well as through e mail. and corrections are made as requested.

(iii) Audit Trails,

Thw web portal has been audited for security by NIC Delhi and NIC regularly monitors the web portal

(iv) Interactive platform for service delivery,

The project objective is fulfileed to an optimum level. There is now no lapse and time delay in declaration of state guests , transmission of their tour programme, sanctioning of expenditures on hospitality in a transparent manner.

After implementation of the project service accountability, reliability and transparency increased to an optimum level for making arrangements for state guests. Now the State Guest declaration system in Madhya Pradesh is fully transparent, all categories are defined, powers specified, facilities to be provided are listed, thus helping to improve the facilities to full extent.

With introduction of State Guest Online System and its application software all processes including sanctioning of bills on meals, transportation, accommodation etc to state guests have been made transparent and online. Monitoring of sanctioning and payments of bills is now quite easy and fast. Various accounts queries can be answered on state guest wise expenditure, expenditure on transportation, accommodation and meals etc.

Since the processes are online therefore completely reliable. Database is fully secured. The web portal had been audited for security by National Informatics Centre , New Delhi and certificate to a safe web portal had been issued by them

(v) Stakeholder consultation

To streamline the project the strategy adopted was iclusion of all stakeholders into formulation. All the stakeholders were involved at different stages in the Government Process Re-Engineering . Various stake holders to the project Central as well as State Government Departments, General Public, Mass Media, Electronic Media, Public Representatives, Civil Society Organizations etc. were consulted and their procedures studied by the State Protocol Officer. State Guest Rules of state of Maharashtra, Uttar Pradesh, Uttarakhand, Gujarat, Rajasthan, Himachal Pradesh, Manipur, Kerala, Andhra Pradesh, Tamilnadu, Karnataka had been studied by State Protocol Officer and on this basis a detailed Madhya Pradesh State Guest Rules formulated. The requirements of various stakeholders are taken into account during formulation of the Government Process Re-Engineering. Also a detailed study had been carried out of prevailing protocol practices at Government of India in Ministry Of External affairs, Presidents' Secretariat etc. as well as different States level before finalization of the project.

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

SERVICE DELIVERY THROUGH WEB PORTAL , E MAIL AND SMS .

(ii) Completeness of information provided to the users,

USERS ARE ALLOWED TO PROVIDE COMPLETE INFIRMATION AND UPDATION FACILITY

(iii) Accessibility (Time Window),

IT SI ACCESSIBLE TWENTY FOR HOURS ALL DAYS OF WEEK.

(iv)   Distance required to travel to Access Points

NO DISTANCE REQUIRED. IT CAN BE ACCESSED BY USER AT HOME OR OFFICE

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

FACILITY FOR ONLINE / OFFLINE DOWNLOAD HAS BEEN PROVIDE IN WEB PORTAL

(vi) status tracking

STATUS CAN BE TRACKED BY ADMIN AT ALL TIME.

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

(i) Volume of transactions processed

All state guest tour programmes are received through web portal

(ii) Coping with transaction volume growth

After the Government Process Re-Engineering the costs and efforts are reduced to minimum level in managing the state guests reception/see off and other logistics. The Madhya Pradesh State Guest Online System has increased efficiency of the office and protocol management system all over the state by making facility to receive tour programme in 24X7 mode and transmitting information immediately.

(iii) Time taken to process transactions,

Only 5 minutes required to process the transaction after receiving the programme

(iv) Accuracy of output,

Out put id fully 100 percent accurate.

(v) Number of delays in service delivery

There is no delay in service delivery

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.#)

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the cost involved on plying of government vehicle with low fuel average of 8 kilometers per liter and one liter costing 72 rupees, making per kilometer running cost of government vehicle to rupees 9 per kilometer with a government driver having salary up to rupees 30000 and many allowance etc.

In this way it is fully cost effective as it requires no extra cost to use and implement.

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

No separate training required to staff. In fact user manual on web portal fully explainable .

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

Responsibilty of admin is fixed. All transactions are password proyected.All transactions can be traced. Invalid passwords leads to deactivation of account .

12. **Innovation** (Give details on the extent to which re-engineered process is unique, compared to other common process re-engineering efforts, impact on number of steps required, identification and removal of bottlenecks/Irrelevant steps etc. #)

The project objective is fulfilled to an optimum level. There is now no lapse and time delay in declaration of state guests , transmission of their tour programme, sanctioning of expenditures on hospitality in a transparent manner.

After implementation of the project service accountability, reliability and transparency increased to an optimum level for making arrangements for state guests. Now the State Guest declaration system in Madhya Pradesh is fully transparent, all categories are defined, powers specified, facilities to be provided are listed, thus helping to improve the facilities to full extent.

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expenditure, expenditure on transportation, accommodation and meals etc.

Since the processes are online therefore completely reliable. Database is fully secured. The web portal had been audited for security by National Informatics Centre , New Delhi and certificate to a safe web portal had been issued by them.

After introduction of Government Process Re-Engineering the system of protocol management is now more reliable, accurate, error free, timely and user friendly. Its SMS alert system works 24 hours and it puts on track reception and see off of state guests.

Transparency to state guest monitoring has increased to optimum level. Now who are entitled for state guest facilities is codified, for how many days one is entitled for state guest facilities, what services viz. accommodation and transportation, security etc. state guest will be provided. By a single click of mouse all details of accommodation, transportation, expenditure incurred can be accessed through its application software.

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. #)

There is a team involving employees from all levels has been deployed for the project implementation and maintenance, can employees be held accountable for their actions. Used by passwords allotted to them.

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

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(ii)   To citizen

The project is directly benefitting to the citizens, With the use of Madhya Pradesh State Guest Online System delivery time had been reduced to minimum. Also transmission of information using ICT tools is very effective. It is supplemented by SMS alert to make without fail arrangements

(iii)   Other stakeholders

The project is directly benefitting to stakeholders. With the use of Madhya Pradesh State Guest Online System delivery time had been reduced to minimum. Also transmission of information using ICT tools is very effective. It is supplemented by SMS alert to make without fail arrangements

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):

The project objective is fulfilled to an optimum level. There is now no lapse and time delay in declaration of state guests , transmission of their tour programme, sanctioning of expenditures on hospitality in a transparent manner.

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16. Adaptability Analysis
(i) Measures to ensure adaptability and scalability

security audit by NIC Delhi has ensured its adaptability and scalability

(ii) Measures to ensure replicability

All sttaes are informed about the project in a conference at Delhi by Ministry of External affairs. It is fully replicable. The Chhattishgrah has replicated this application.

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

No.

(iv)   Risk Analysis

There is no risk involved as web portal secured by NIC.

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

S.N.	Old system	New system
1. Rules	Old State Guest Rules, 1958	New State Guest Rules, 2011
2. List	Only 15 categories present	List A contains 45 categaries , List B contains- 35 categaries.

3. Duration	Not specified	List A- 3 days, List B- 2 days
4. Family	Treated State Guest	Provided State Guest facilities
5. Max no.	Not specified	List A –max 5, List B- max 4
6. Accommodation	Not specified—also mentioned if govt. guest house not available arrangements will be made in tents	List A and B max two rooms, arrangements allowed in hotels also.
7. Transportation	Not specified	List A and B max two vehicles can be provided
8. Communication	Only local calls allowed free	Only ISD calls barred, Internet, Fax , Photocopy allowed
9. State Guest Order	Old system sending fax and wireless message	Use of ICT tools, sending fax, email, SMS alert
10. Decentralization	All procedures of processing payments centralised	All procedures of processing payments decentralised
11. SMS alert	Not present	Provision made
12. E Mail	Not present	All District Protocol Officers getting information directly into their e mail account
13. Daily Visitor List	Not present	New Web Portal provides Daily Visitor List
14. Compiled List	Not present	Detailed Compilation of List available on Web Portal
15. Query system	Not present	Different Parameter Based Query

		Present
16. Report Generation	Not present	Directly order sheet, note sheet, order for State Guest and payments can be made through web portal
17. Unique User Id	Not Present	Unique user Id generated through registration
18. Budget Availability	Not present at District Level	For State Guests budget was available at State level. For the first time budget made available for all guests and dignitaries of Madhya Pradesh as well as state guests.
19. Nomination of officers	Not Present	For the first time all ADMs designated as District Protocol Officers, protocol officers for tourist important places provided, Liaison Officers identified for State Guests.
20.Infrastructres	Not Present	First time all District Protocol Offices connected through telefax, computers with internet connection provided, District Protocol Officers to get mobile bills reimbursement, Transportation arrangements also provided
21. Effective Time Management	Not Present	No scope of lapse, immediate transmission of message through SMS and E mail.
22. 24X7 Availabilty	Present only during office hours	Tour Programmes can be received any time online, can be transmitted immediately to concerned.

18.   Other distinctive features/ accomplishments of the project:

1. The project was inaugurated by Hon'ble Chief Minister madhya Pradesh.

2. The Project was awarded CHIEF MINISTER's EXCELLENCE AWARD.

3.The project was awarded for Excellence in E Governance by IT Deptt Of Madhya Pradesh

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