Project Details: NAeG/14-15/00058

Project id -	NAeG/14-15/00058
Name of The Project	eSPAN ver 2.0 - Integrated Web-based Social Security Pension Application of NIC
Category of Award Applying for	Outstanding performance in Citizen-Centric Service Delivery
Date of Launch	12-04-2013

Summary/Objective of the project

eSPAN - Integrated web-based Social Security Pension Application of NIC assists the Government of Uttarakhand in carrying out its social responsibility towards weaker sections of states population. eSPAN has successfully implemented process automation and e-payment of three Pension schemes to Old Age, Widow and Disabled beneficiaries involving payments of approx. 305 crores (FY 2013-14). The Social Welfare Department, Government of Uttarakhand implements these three schemes dovetailing states own contribution to the central share received by it under Government of Indias NSAP schemes (http://nsap.nic.in) comprising Indira Gandhi National Old Age Pension Scheme (IGNOAPS), Indira Gandhi National Widow Pension Scheme (IGNWPS) and Indira Gandhi National Disability Pension Scheme (IGNDPS). Unlike in plains, the pains due to old age, widowhood and disability in Uttarakhand are further aggravated by Altitude of its hilly regions that adversely affects Accessibility and Availability of resources in a difficult geography. Frequent natural calamities cripple roads and communication connectivity. Approx. 5% of states population is covered under any one of these three pension schemes. There has always been the last mile gap area for Government social welfare measures to effectively reach out to its intended beneficiaries. eSPAN has successfully bridged this last mile for the Government of Uttarakhand. FY 2013-14 onwards, eSPAN with user interface in Hindi has successfully bridged last mile(s) gap between the government and the beneficiaries. eSPAN assists Government of Uttarakhand in achieving social inclusion and gender empowerment of its underprivileged population. Today, eSPAN makes it possible for beneficiaries or their well-wishers to access eSPAN services through web, mobile, IVRS and SMS, thus achieving the purpose of digital inclusion and community outreach. Android based Mobile Apps for the three pensions have been developed especially for use by Honble Ministers, Government officers and public representatives during their interactions with the public. These Mobile Apps helps them to inform a beneficiary then and there regarding his or her latest pension disbursement details. The G2C citizen services of eSPAN provides online pension application and its status monitoring, present-day pension rates, the contact numbers of district offices as well as the current and past status of beneficiaries pension disbursement. The latter can also be known through MobileApps to be downloaded and used by public representatives, field level Govt. functionaries and media persons during their interactions with the public. eSPAN has ushered in transparency through instant information dissemination. The G2G integration of eSPAN with states Treasuries portal and its further G2B integration with banks portals have ensured fiscal management and e-payment of pension amount directly into the beneficiaries bank accounts. eSPANs integration with Government of Uttarakhands Core Treasury System (CTS) allow District Social Welfare Officers in their capacity as Drawing and Disbursement Officers to make direct e-payments of pension amount into beneficiaries bank accounts with CBS branches. All the necessary and relevant GOs are available on eSPAN. Once the scanning of Pensioners application forms / Physical Verification (Satyapan) forms is complete, they can be readily accessed as and when required. eSPAN G2G integration interface with Govt of Indias NSAP, eTaal and e-District portals has also been tested. Such integration and provisions have contributed significantly to departmental efficiency in serving the needy.

Beneficiary of the project

Old Age persons, Widows and Disabled citizens living Below Poverty Line (BPL) or having total earnings up to Rs 4000 per month. As in August 2014, approx. 5.17 Lakh beneficiaries which comprises approx 5.12% of population of Uttarakhand (Census 2011 figures) are registered on eSPAN for receiving pension disbursements under three Social Security Pension schemes.

Details of Project Head

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Name(6th team member)	Chandan Singh Bhakuni
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Supporting documents:-	Award Specific Form
	Self Certification by the Project Head