# AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

## III. NAME OF CATEGORY- 'INNOVATIVE USE OF TECHNOLOGY IN e-GOVERNANCE'

**Brief Overview of the Project:**

The project contains many elements clubbed under the aegis of 'E-Samwad', a video conferencing based platform extending to all the tehsils in the district and even upto the gram panchayat level. The main objective of this project is to achieve good governance by providing a direct interaction between the field level staff and district office as well as between the administrative setup and the citizens. This desired setup reduces the movement of field staff, teachers and officials of agriculture Department to great extent within the district thus saving cost and time.

The project involved providing video conferencing (VC) facility to every tehsil office and block office. This facility is based on the Desktop Vidyo application from NIC and NICNET / SWAN setup. This video conferencing is being used for a variety of purposes that made information dissemination (to both the offices and the citizens) and monitoring easier. Till date we have established 34 video conferencing studios in district. One at district level, five at sub division level, three at Tahsil level and 25 at Panchayat level.

The services & projects initiated through the use of video-conferencing facility are mentioned below:

a. **E-Shiksha:** Classes are conducted every Sunday for the students appearing in board exam using the VC facility. The expert teachers give them instructions and clear their doubts over the VC. Over 4800 students have benefitted till now.

b. **E-Kisan Khet Pathshala:** The VC facility is being used by the agriculture department to interact with the farmers and give them latest information on cropping techniques.

c. **E-Sameeksha:** Different departments are using the VC facility to review the progress of various schemes and disseminate information.

d. **E-Training:** Training government staff on various projects & tools using the VC facility.

To make grievance redressal easier, an integrated platform for grievance redressal called e-Sugam has been developed where the complaints are registered and forwarded to the concerned person so that it is easier to monitor the status of redressal.

Also all the panchayats in the district have been given access to a computer, LED TV, webcam, microphone system and internet connection. Educational videos have been uploaded on these computers for the benefit of the villagers.

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A website has been created for all the gram panchayats where the basic information about the village, including the list of beneficiaries under various schemes has been uploaded.

All the villages have also started their own e-newsletter called 'e-gram jagat' which is edited by the rozgar sahayak and is available on www.panchayat.net.

The access to IT facilities at the gram panchayat level has ensured that the gram panchayat becomes the centre of all IT related activities of all the departments at the field level. This has increased the importance of gram panchayat in the lives of the rural masses and has led to a step wherein the gram panchayat is actually becoming the center of all development related activities in the rural areas. The facility is also being used for the publicity and IEC activities of various government schemes and departmental activities.

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

    | All tehsils, blocks and 25 gram panchayats |
    | --- |

    (ii) Number of delivery centres

    | 37 |
    | --- |

    (iii) Geographical
    (a)National level – Number of State covered

    | 1 |
    | --- |

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

    | 1 |
    | --- |

    (c) District level- Number of Blocks covered

    | 4 |
    | --- |

Please give specific details:-

| All the gram panchayats in the district have been provided with computers, LCD TV & webcam for bringing them on to the IT platform. As of now 25 gram panchayats have been connected to the facility on a pilot basis. All the 8 tehsils & 4 blocks have access to this facility. |
| --- |

(iv)Demographic spread (percentage of population covered)

| Spread over all four blocks of the district and continuing to expand to the gram panchayats as well, the project aims to cover all the persons who wish to use the facility to avail services as well to communicate with the district administration. As of now, over 40000 people have benefitted directly by using the facility. |
| --- |

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

The e-Samwad initiative was developed in a background of complicated government communication and rather inefficient reviewing and monitoring mechanisms. The job profile of a district collector extends to reviewing and monitoring almost all the activities concerned with any government department in the district. Though he has many hands for this purpose, most notably the SDM and Tehsildars at the sub-division and tehsil level as well as CEO Janpad Panchayats at the block level, direct talks with the field staff are also necessary if one has to convey the directions and instructions without any message loss as well as to clearly understand the problems faced in the field. The rather long routes of government communication and the time consuming ones of review were inefficient and ill-suited to the modern day needs of development oriented bureaucracy. One needed much more efficient systems of communication and review.

In addition to the above, and perhaps even more pressing, was the need to establish a direct contact with the people in the most efficient manner to incorporate their views and aspirations in the working of the public administration and development administration setup in the district. A lack of such a system was adversely affecting the implementation of welfare schemes in the district. One could say that the administration was focused towards output and not outcome of the schemes. In this regard, a system of communication that could bring the field level workers, officers, experts and common people on the same platform was found lacking. It was the need to overcome these impediments and deliver the best results in development that prompted the adoption of this project.

All five development blocks, all eight tehsils and twenty-five gram panchayats were then connected through this common platform of e-Samwad video conferencing. This was done under the leadership of the district collector Shri Kavindra Kiyawat. Apart from improving government communication, the most important reason for setting up this facility till the gram panchayat level was to strengthen the gram panchayat and make it a body catalyzing development at the village level. The e-Samwad facility was aimed to be used at the village level to create a direct link between the gram panchayat and the block and district office. The facility was geared towards improving the service delivery under various schemes at the lowest level of operation. The district has been the first one in the state to establish this direct communication with the people at such a large scale.

**3. Scope of Services/ Activities Covered** (Relevance of choice of application for client/ agency, Extent of e-enablement in terms of number of services, Extent to which step in each service have been ICT- enabled #)

The project services can be broadly classified into two parts:

a) government to government

b) government to citizen

The following have been the deliverables in the government to government component so far:

1. An integrated video conferencing platform using the NIC Network, SWAN and BSNL broadband upto the tehsil level

2. Videoconferencing facility at 25 gram panchayats where high speed internet is available.

3. Use of e-Samwad facility for issuing instructions, giving directions and for review of various tasks.

4. Better coordination between the field level staff and the district office through use of e-Samwad facility

5. Reduction in the time and cost involved in conducting meetings and reviews through the traditional routes.

6. Use of e-Samwad facility for training and skill development of field level staff.

The following have been the deliverables in the government to citizen component so far:

1. Increasing the accessibility of citizens to the government offices through use of VC facility.

2. e-Shiksha: Use of VC facility to conduct virtual classrooms for students appearing in the board exams. The subject experts conduct classes from the district studio using interactive tools and answer students' queries.

3. e-Swasthya Chaupal: Training and expert guidance is being provided

to village level health workers such as Anganwadi workers, ASHA etc through weekly training and review programmes conducted through e-Samwad.

4. e-Kisan Khet Pathshala: The farmers are being trained by experts in the field of agriculture by use of video-conferencing facility and IT tools at the block and gram panchayat level.

4. Strategy Adopted

(i) The details of base line study done,

There were existing problems of communication between different organs of the administration working at various levels in the district. The provision of services to the people also suffered at times, due to the time and cost involved in imparting instructions to the officials. Further, there was a scope for providing various services directly to citizens through the use of e-Samwad platform. All these factors were taken into account and studied before formulating the plan for rolling out the e-Samwad initiative.

(ii) Problems identified,

The following major problems in communication and service delivery were identified:

1. Huge time and cost involved in G2G communication through the usual route of meetings

2. Lack of an efficient structured mechanism for continuous review of government scheme targets

3. Time involved and loss of message in communicating instructions through usual government communication mechanisms

4. Non-interactive nature of G2G communication

5. High cost in service delivery such as education & agricultural best practices.

6. Lack of e-connectivity of Panchayats

(iii) Roll out/implementation model,

Sehore district initiated an IT project named e-Samwad aimed at improving government to government (G2G) and government to citizen (G2C) communication as well as providing various citizen services through this means. e-Samwad is a project under which video conferencing (VC) facility has been installed and made functional upto the tehsil and even some pilot gram panchayats in Sehore district. The VC facility at the tehsil level was installed through SWAN and lease line of BSNL while that at the gram panchayat level has been installed on a pilot basis in 25 gram panchayats using the BSNL broadband facility.

The VC facility is being used for G2G communication to reach out to the lowest field level functionaries and communicate directly with them to review the progress under various government schemes and impart instructions. The facility is being used for G2C communication for conducting virtual classes for the students of 10$^{th}$ and 12$^{th}$ standard through the e-shiksha initiative as well as providing expert guidance to the farmers through the e-Kisan Khet Pathshala initiative.

The government users have been using the e-Samwad platform in the following ways:

1. To disseminate information and give instructions in an effective and efficient manner to a large group of government servants and field level workers.

2. To review and monitor the progress made in the implementation of various government schemes and projects. The ease of review through the e-samwad initiative helps in identifying issues and problems in implementation at an early stage and provide mid-course correction.

3. To give instructions to a large number of field level workers in times of emergency such as floods.

4. To serve as a control room to collect information on various happenings during high profile events such as elections.

5. To conduct training modules for skill improvement of various field level staff.

6. To provide a means of direct communication of field level staff with the district office.

7. To serve as a feedback mechanism for the government officers regarding the problems existing in the field.

The e-Samwad platform is being used to provide the following citizen centered services:

1. e-Shiksha: The district has taken a lead in improving the results in the $10^{th}$ and $12^{th}$ standard board exams. The e-Samwad VC facility is being used to conduct special virtual classrooms for the students of $10^{th}$ and $12^{th}$ standard appearing in board exams. Expert teachers conduct classes from the district headquarters for the students connected to the VC facility available at the block level. A studio has been set up at the district level with all modern equipments including e-slate to aid teaching. Subjects like English, Mathematics, Science, Physics and Chemistry have been included in the scheduled classes under e-Shiksha.

2. e-Kisan Khet Pathshala: The e-Samwad initiative is also being used to disseminate important technical information and expert advice to the farmers. The farmers are informed in advance about the session and they are then connected to the district studio through the VC facility available at the block office. Some of the gram panchayats where the project is in the pilot stage are also connected to the district studio. The sessions are conducted every week where experts from the agriculture department answer the queries of the farmers and provide them guidance regarding the latest and most profitable cropping strategies.

3. e-Panchayat: Twenty-five gram panchayats in the district have been connected to the VC facility. These gram panchayats connect to the district studio on a regular basis to participate in the various citzen centered services provided through this facility. All the 497 Gram Panchayats in the district have been equipped with a facility of LED television, DTH cable connection, computer, printer, photocopier, microphone and web-camera. Various educational videos pertaining to health, sanitation, education, nutrition, agriculture etc have been placed in the computer. These facilities are used by the villagers for educational, informative as well as entertainment purposes, thus making the gram panchayat building a centre of activities in the village. Websites have been developed for all the gram panchayats with all the basic information about the panchayat as well as the list of beneficiaries under various schemes. A monthly e-newsletter called 'e-Gram Jagat' is being published on this website for each of the gram

panchayat detailing the activities and happenings in the gram panchayat over a period of a month.

4. Swaasthya Chaupal: Training and expert guidance is being provided to village level health workers such as Anganwadi workers, ASHA etc through weekly training and review programmes conducted through e-Samwad.

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

The staff at the district level, block level and even at gram panchayat level were trained in different batches to enable them to use the e-Samwad facility.

5. **Technology Platform used-**

(i) Description,

Videoconferencing facility was setup and used. The VidyoDesktop software of NIC was used for this purpose.

(ii) Interoperability

The platform runs on Windows operating system and is interoperable across various versions of Windows.

(iii)Security concerns

There are no security concerns as the Videoconferencing is done in a secured manner through NIC.

(iv) Any issue with the technology used

None

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

There was no external vendor involved in the implementation of this project. Hence, there was no service level agreements.

6. **Demonstrate innovative use of ICT for development** (Give details about use of new and emerging technology, innovative usage of ICT for process change to improve quality of the life/ organizational effectiveness, relevance of technology to provide the service #)

The e-Samvad initiative relies on SWAN (State Wide Area Network) as its architectural backbone at the block level. The MP Electronics Development

Corporation has provided data communication facility till the block level in the district.

The existing 34 MBPS lease line of NIC as well as the SWAN network was used for communication under this project. The connectivity at the gram panchayat level (25 gram panchayats) has been provided through BSNL broadband. The video desktop software available on the NIC server is being used for connecting to the video conference.

7. **Citizen Centricity** (Give specific details on the following#)

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

The impact and results achieved through the initiative have been mentioned in detail later in this proposal in the section about results achieved. The time, effort and cost incurred on G2G communication have decreased substantially through the use of this platform.

(ii) Feedback/grievance redressal mechanism,

The feedback from the citizens and the government staff has been very positive. The initiative also received Chief Minister's Award for Best e-Governed district in 2013-14.

(iii) Audit Trails,

There is no audit that has been done of the system.

(iv) Interactive platform for service delivery,

The platform is interactive as it offers multi-way direct communication between the officials of the district administration, cutting-edge functionaries and citizens at large.

(v) Stakeholder consultation

This is a meta-project in the sense that it is designed around stakeholder consultation. The e-Samwad initiative facilitates stakeholder consultation on a variety of issues. Using the video-conferencing facility the administration is able to interact with the field level functionaries, citizens and other stakeholders with much ease on a variety of issues.

8. **Adaptability and Scalability** (Give details about Local language support, ability to leverage shared Government infrastructure, Standardization of technology used (hardware, software, application etc. #)

This is a system based on Videoconferening and the platform to connect to
the facility is in English but very simple.

9. **Adaptability Analysis**

   (i) Measures to ensure adaptability and scalability

   The basic idea of the project is to ease government communication and
   establish a direct communication with the people and field level workers.
   This is a multi-way model with stakeholders being from the government,
   public life, voluntary sector and common people. The project is founded on
   the principle of improving accessibility of government employees to higher
   offices and that of citizens to the government offices.

   Sehore district has shown that this project is scalable to every gram
   panchayat. With the infrastructure for e-Samwad in place, the panchayats
   need access to internet for the entire district to join this platform of e-
   samwad. The district administration is in talks with various agencies for the
   same and soon all the panchayats would be e-panchayats. With a timeline in
   mind, when this is implemented, Sehore will perhaps become the first ever
   district in the country where all gram panchayats have a video conferencing
   facility. This facility can be scaled to cover every gram panchayat in the
   state and the country if proper efforts are made. The costs are minimal while
   the benefits of this connectivity are huge as this is poised to become a major
   step towards connecting the panchayat with the rest of the world and making
   the gram panchayat, in true sense, the focus of all development activities.

   (ii) Measures to ensure replicability

   The application has been implemented on this scale in Sehore district. It is
   yet to be implemented in other districts at this scale.

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

   The following have been the limitations of this project till now:

   1. Expanding the scope to cover all gram panchayats: While all the
      gram panchayats have been provided with the technical equipments
      to be connected to e-Samwad, most of the panchayats do not have
      access to high speed internet to facilitate the same. The district

administration is in talks with multiple agencies to install repeaters to augment internet signals and provide lease lines to these panchayats through BSNL. One this is done, all the 497 panchayats in the district will join this platform and a direct communication will be established between various field offices, district office, block office as well as people.

2. Training and Skill Development: Connecting the gram panchayats to e-samwad and enabling use of emails required much training and skill development among the field level functionaries. The district administration conducted various training sessions to overcome this. The training has yielded much positive results and at present the panchayat secretaries and rozgar sahayaks are e-publishing the monthly newsletter 'e-Gram Jagat'.

3. Human Resource Management: Initially, there was skepticism among the government staff about the competence of field level workers to be able to use computers and emails. However, the government staff was motivated to ensure that they show confidence in the field staff to use these facilities.

**(iv)** Risk Analysis

The major risk to the project is in terms of scalability. While we are aiming to extend this project to all gram panchayats in the district, there are some areas that still don't have access to high speed internet. Though portable internet devices are being used as pilot as of now, the connectivity is intermittent and the quality of transmission is not high. The district is trying to overcome this problem through use of repeaters for transmitting signals and is in talks with the state government for the same.

10. **New Models of Service Delivery** (Give details about type of partnership model use, Links to/Supported by Public/Private Organization Links provided to relevant websites etc. #)

This was totally a government initiative funded from regular funds and there was no involvement of private sector or any kind of outsourcing.

11. **Efficiency Enhancement** (Give specific details about the following #)
    (i) Volume of transactions processed

There are no transactions involved in this project. The details of various

initiatives under the project are given below:

| S.No | Services | No. of Sessions conducted | No. of Participants | No. of Hours utilized |
|---|---|---|---|---|
| 1. | e-Shiksha | 20 | 8304 | 75 |
| 2. | e-Health | 11 | 3500 | 39 |
| 3. | e-Kisan Khet Pathshala | 48 | 9500 | 96 |
| 4. | e-Samiksha | 65 | 12000 | 190 |
| 5. | e-Training | 14 | 2500 | 50 |
| 6. | Election Training | 40 | 6500 | 76 |
| | Total | 198 | 41304 | 526 |

(ii) Coping with transaction volume growth

There were much efficiency gains through the project without any side effects. It was a re-engineering of a process of communication that made communication much simpler.

(iii) Time taken to process transactions,

The time taken to review, monitor and communicate instructions decreased substantially. The district was able to achieve much of its annual targets in various schemes much ahead of time due to use of this initiative.

(iv) Accuracy of output,

The platform functions without any glitches where internet facility is available

(v) Number of delays in service delivery

There were no delays. The efficiency of service delivery, in fact, increased substantially.

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

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

   Videoconferencing, e-mails & SMS

   (ii) Completeness of information provided to the users.

   It was an interactive platform and facilitated multi-way communication

   (iii) Accessibility (Time Window).

   The platform was accessible to every government servant as well as interested citizens.

   (iv) Distance required to travel to Access Points

   The access points were at all the block headquarters as well as 25 gram panchayats. Hence the maximum distance one had to travel was to the block headquarter.

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

   None

   (vi) status tracking

   None

13. **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 project is a re-engineering of the work processes in the government. It is a substitute to the cumbersome means of government communication and review. The re-engineering has improved outcomes in many government schemes for the district. The sustainability of the project is ensured by the fact that the initial investment required for establishing the video conferencing facility at the block and gram panchayat level has already been incurred by the gram panchayats and the block office respectively. There will only be recurring costs and maintenance costs which the panchayats can meet from their own sources. Panchayat level functionaries have been provided training in use of this facility which will ensure that human resource is competent enough to make this facility sustainable. Training programmes are also organized by the block office at different intervals to train the new recruits in

the use of this facility.

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**

The ease of review and monitoring that e-Samwad enables has helped the district achieve its targets in most government projects/schemes well ahead of time. The district has been among the top in family welfare activities, immunization and institutional delivery. Significant achievements have been made in the functioning of anganwadis, provision of nutritional supplements, spreading awareness about sanitation and hygiene. This has been made possible, to a great extent, because of the direct interaction that the district office is able to have with the field level workers through the use of e-Samwad. No less has been the role of IT infrastructure at the panchayat level which the field level functionaries have been using to spread awareness amongst women.

E-mail IDs have been generated for all gram panchayats on the NIC server and communication is being made to them over emails. Though this aspect of the project is still in nascent stage, results are already visible with the panchayat secretaries and rozgar sahayaks being trained to use email and respond to them, thus saving paper work. Facebook accounts of all block level and gram panchayat level functionaries are being created for better sharing of information.

(ii)    **To citizen**

The e-Shiksha initiative has led to a marked improvement in the board exam results of $10^{th}$ and $12^{th}$ standard in the district. The district gave a 67.49% result in the matriculation examination 2014 while the average for the state was 47.74%. The district rose from being at the $10^{th}$ position in the state in matriculation exam 2012-13 to the first position in the state in 2013-14.

The result for the higher secondary exam 2013-14 increased to 76.89% from 52.09% in 2012-13 while the state average stood at 68.88% in 2013-14. The better results ensured that the district rose from the $42^{nd}$

position (out of 51) in the state in 2012-13 to 9th position in 2013-14.

The e-Kisan Khet Pathshala has had a distinct impact on the cropping techniques and strategies in the district. The expert guidance provided through this initiative, combined with the field level workshops conducted by the agriculture department have helped transform the cropping pattern of zaid and khareef seasons in the district. The constant training and support provided to the farmers have helped increase the area under moong cultivation from about 16000 hectares in last agricultural season to over 40000 hectares in 2013-14, thus increasing the prosperity in the district.

Another success story is being woven in paddy cultivation in the district. The Budni and Nasrullaganj tehsils of the district are situated on the banks of the river Narmada with Tawa dam upstreams. During monsoons the river gets flooded leading to inundation of thousands of hectares of agricultural land under soyabean cultivation. Repeated flooding led to much loss for the farmers by way of soyabean crop damage. The district administration has now taken steps towards making a crop shift from soyabean towards paddy cultivation which is much resilient to flooding as compared to soyabean. The administration made extensive use of the e-Kisan Khet Pathshala and techniques of information technology to reach out to the farmers to train them in paddy cultivation. Numerous sessions were conducted through video conference and hundreds of farmers were trained. The field level staff of the agriculture department made visits to the gram panchayats and made use of the IT setup there to demonstrate techniques of paddy cultivation. The 'krishak mitras' have been showing videos of cropping techniques to the farmers through the computers and televisions provided at the gram panchayat bhawans. These farmers later attend the VC through e-Kisan Khet Pathshala and put their queries before the experts to get a greater clarity about the techniques of cultivation. This initiative has been very successful in the district and we expect the area under paddy cultivation to grow three fold this kharif season. The advantage of using IT in this initiative has been that it has allowed us to reach a large number of people in limited time, with limited human resource.

(iii)    Other stakeholders

Following are some of the feedback from some stakeholders:

"Virtual classes have been conducted under the e-Shiksha component of the e-Samwad initiative in Sehore. These classes were conducted every weekend for the students appearing in the board examinations. We used to get the best of the teachers to teach them using modern teaching aids. As a result, the district gained the top position among all the fifty one districts of Madhya Pradesh in the standard 10th board examinations this year.' –Dharmendra Sharma, District Education Officer, Sehore [+91 9826697646]

"Prior to the e-Samwaad initiative it was difficult to review and monitor the progress under the various schemes relating to rural development. Our department has a large number of field staff and it becomes difficult to impart instructions to them directly if one calls them to the district headquarters or block headquarters for meeting often. With the use of e-Samwaad initiative we are able to have a direct contact with them and understand their problems, solve them and deliver results." – R R Bhosle, CEO, Zila Panchayat, Sehore [+91 8461916901]

"The use of e-Samwaad initiative has increased the effectiveness of the field staff. Our panchayat secretaries, patwaris, agriculture officers, anganwadi workers and other field staff get clearer and quicker instructions now which ensures that the work done is of a statisfactory quality." – Neeraj Singh, SDM Nasrullaganj, Sehore [+91 9425010830]

"e-Kisan Khet Pathshala has been an initiative that has helped us utilize our limited human resources in the most optimal way possible. Since it is not always possible, nor practicable, for the expert scientists to visit all villages or clusters to promote a cropping pattern, the e-Samwad facility provides a solution to reach to a large number of farmers easily. The shift that is seen this year in the cultivation of moong can be attributed to a large extent to awareness generated through e-Kisan Khet Pathshala" – R S Patel, Dy Director, Agriculture,

Sehore [+91 9425916760]

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 objective of the project has been substantially fulfilled as can be seen from the results achieved in various sectors.

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

> 1. **BPR**: The previous model of G2G communication was based on meetings and written instructions that took a lot of time and cost. The new re-engineered process has made communication much quicker, cost effective, saved time and promoted interaction as well as stakeholder consultation.
>
> 2. **Change Management**: Managing change from the usual route to the new platform was effectively done through trainings & human resource management. People were trained even at the gram panchayat level to enable use of this facility. NIC and the district e-Governance Society played an important role in this.
>
> 3. **Outcome**: In the earlier system, achieving scheme targets took quite some time as monitoring and review was not very effective. With the use of this system, the targets were achieved much ahead of time. Similarly, for citizen centric services the outcomes are visible in terms of improved results in board examinations as well as increase in agriculture output and paddy cultivation.

17.    Other distinctive features/ accomplishments of the project:

> The video conferencing facility at the district and block level has been provided through government budget. The cost of information technology equipments at the gram panchayat level and other expenditures incurred on connecting them to the e-Samwad facility is borne by the state government under regular budget head.

# AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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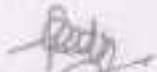
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