

PROFORMA OF MAIN APPLICATION FORM

NOMINATION FORM FOR

NATIONAL AWARDS FOR e GOVERNANCE 2014-15

Name of the Organization : Gujarat Pollution Control Board

Name of the Department : Department of Forest and Environment,
Government of Gujarat

Name of the Project : eXtended Green Node (XGN)

Category of Award

Applying for' : Incremental Innovations in Existing Project

Objective of the Project: To develop XGN, a web based e-Governance
application for the working of GPCB

Date of Launch of Project : 1st April 2008

Year of National e-Governance Award : 2009-10

Beneficiary of the Project : Important stake holders of XGN are more than
23128 Industries, 32532 HCUs, Common Bio
Medical Waste Treatment Facilities, Common
Effluent Treatment Plants, TSDFs-Hazardous
Waste Handlers and Registered Re-cyclers, Local
bodies, Environment auditors and Environmental
Consulting firm. It also provides a platform to the
students, academicians and community at large.

Details about the project nominated for the National Award for e Governance

(i) Situation before the initiative (bottlenecks, challenges, constraints etc.):

The major challenges/ constraints in implementing the idea on ground were :

- a. Age Constraint of the employees and officers of GPCB which made it difficult to adapt to the new system.
- b. Employees and officers not having enough computer literacy was also a limitation which was overcome by imparting them enough knowledge.
- c. Initially there was resistance from certain categories of industrial units esp. there was reluctance to share and disclose their data.
- d. Before the implementation of XGN there was no co-ordination between the outstanding to be paid by the industries and the services provided to them like Analysis Reports, CTE/ CCA Orders etc.

(ii) Strategy Adopted (have you done base line study, problems identified, technology and architecture used, roll out/implementation model):

This project adopted under e-Governance initiative is a web based application jointly developed by NIC (National Informatics Center - Gujarat) and the Gujarat Pollution Board named as XGN to provide an IT-solution aiding the GPCB in effective and qualitative implementation of Environmental Laws for Air, Water & Hazardous Waste including rules for management of Plastic, Bio-Medical and Municipal Waste etc.

G2B Service to Large and Small Scale Businesses and Entrepreneurs helps them with all round facilities including making applications and compliances of regulatory requirements by on line submissions. This project is user friendly, transparent and offering efficient mechanism for grant of Consent(s) and Authorization(s) aimed at serving within time frame and in turn saving valued time, conserve resources and curtailing undue delays unlike manual system. It caters services correlating with the needs of businesses, Bio medical wastes generators including Hospitals and other stake holders as well as enabling GPCB officials to deliver the services efficiently and transparently.

The core of XGN lies in providing hassle free, 24 X 7 anywhere e-access to businesses through unique ID to perform GPCB related various activities like making online applications, its tracking, filing returns and statements prescribed under the acts/ rules and to obtain the online permissions and other communications from GPCB as well as to facilitate reuse / recycle of wastes.

It is successfully proved instrumental in bringing about effective implementation of Environmental legislations leading to rapid continual improvement of environmental performances especially of the small businesses.

(iii) 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):

The following table compares the Status **before Implementing XGN in 2009**, Year **2009-10** i.e. First Award was given to XGN & **Current Year -> 2014** (4 Years in between is the period of INCREMENTAL INNOVATIONS) and briefly summarises **the impact of these innovations**:

The activity	Before XGN	At the time of FIRST Award	Now, after Incremental Innovations
Stake Holders (Industries, Hospitals etc)	29,000	36,000	54,000
Monitoring Visits in a Year	7,500	10,721	42,812
Pollution Samples Drawn in a Year	7,100	8,900	20,518
Samples Analysed in laboratories	3,250	7,516	19,817 Yearly
Profile Updatons by Ind-HCUs / Month	No System	1,800	8,000+ Monthly
PDF Docs uploaded by stake holders	No System	21,000	68,780 Yearly
e>Returns files by stake holders – Yearly	No Track	35,000	1,12,350
Water Cess eligible Industries – BASE	2,300	4,000	14312
Water Cess Returns Filed	1,900	6,289	32,389
Water Cess Payment Defaulters	No Track	40 %	2 %
NOC-CCA Applications – Yearly	2,500	5,280	10,112
Applications Disposal – Yearly	1,800	5,100	9,983
Ratio of Rejection - Yearly	40 %	38 %	11%
LAB Charges defaulting Amt	Rs 3.2 Cr	Rs 78 lakhs	Rs 2.7 Lakhs
Total Waste CO-PROCESSED (MTs)	Nil	21,890	3,92,000+

(iv) Extent to which the Objective of the Project is fulfilled-(benefit to the target audience i.e.G2G, G2C, G2B or any other, size and category of population/stakeholder benefited etc):

One of the most important stakeholders of the organization are the citizens in general and the organization is given mandate to resolve their complaints related to environmental degradation.

- The citizens, Industry, Healthcare Units and others can file online application 24x7 simply by logging on the site, can track its status and get the action taken information through e-mail and SMS alerts. There is no need to visit the office to file any application, complaint, or make any correspondence unlike the earlier system.
- The citizens do not have to pay anything for availing the online complaint module facility, and can save upon the correspondence charge. They save upon travel cost not only by e-filing of the complaints but also getting the online response for the same.
- The e-governance has helped citizens know the statistics of the organization on day to day basis, involving water cess returns, the permissions granted to and legal actions against the industries which could otherwise be known only through expensive and tedious mode of RTI.
- The e-governance has enabled reduction in overall paper consumption on the part of both, the organization and the citizens in general owing to the fact that all the correspondence is necessarily through the e-mails and SMS

Benefits to the Industries:

The industries are the most beneficiary stakeholders of the e-governance program.

- Provides flexibility by multipoint access as it is web based software. Also it is operating 24x7 as against earlier system of time consuming and with single point access. There is no need on the part of the industry to visit the office.
- In availing the online facility the industries do not have to pay any charges. All important data, permissions, legal documents etc. can remain in the soft form in the database and can be retrieved by the industry whenever needed, thus avoiding need to preserve physical data and direct or indirect expenditure involved in it.
- Industries can print their own consent order, Bills, Payments Receipts, Assessment Orders and Results without visiting the office is also a 'green way' of communication associated with lot of tangible and intangible benefits to the industry. Online generation of manifest system has removed

botheration of multiple copy generation, record keeping etc. Facility of payment through RTGS has made life even simpler for the industries.

- The system provides Cleaner Technology options to several sectors of industries, which the industries can straight away adopt for better results in productivity and pollution control. Industry specific environmental guidelines are made available through system for better compliances. Concept of well-defined Formats (*PATRAK*) is recently introduced to enable industries to assess its position with regards to compliances of various environmental attributes.

Benefits to the Government:

The system is propagated by the organization with ultimate motive of smooth & effective implementation of provisions of the Environmental Acts/Rules.

- The biggest flexibility of the system is its multipoint access as it is web based software.
- The system enables to receive online data of air & water quality parameters and also live pictures of stack emissions for many industries. This has enabled the organization to monitor such industries from the office and reduced frequency of visits to these industries and at the same time necessary follow up has become possible through SMS alerts. This has resulted in reduction in travel expenses in such cases.
- Only indirect cost incurred in the system is due to SMS alerts which of course are meager amount, considering the quantum rise in the efficiency and productivity of the staff. Savings is realized in postage charges because of various outputs like permissions, legal actions, water cess returns, bill generation etc. and its onwards communication.
- All data are preserved in digital form with utmost security in distant server(s) and are retrievable – less susceptible of loss of data / willful action(s) for delay. Online allotment of work – fast actions, increases accountability of employees. System generates Monthly Progress Report – accurate report generated and saves substantial time and manpower. System generates barcode for each of the sample being sent for analysis to laboratory – Enables to maintain secrecy of source of samples. The system has helped in image building of the organization and thereby that of the Government.
- The government has benefited from the system by way of cut in the cost of stationary, speedy outputs and increased productivity.
- The organization has benefited the most in terms of increased collection of water cess other outstanding bills from the industries.

- The system makes available Technical details like Cleaner Production options, Environmental guidelines, Do's and Don'ts to all the technical and scientific staff for their own knowledge which ultimately enables them to get implemented by the industries for achieving better compliances.

Environmental Benefits:

- Due to usage of software, entire database is shared with the Cement Industry for use of hazardous waste as raw material and/or fuel (co-processing) thus saving natural resources as well contributing towards abatement and control of pollution. There has been a strong not-in-my-backyard syndrome in the communities for opposing the setting up of disposal facilities in time to come where waste is supposed to be disposed through alternative routes like reuse, recycle and recovery.
- Because of reduced number of visits to the Board by the Project Proponents, there has been considerable saving of fuel and hence reduction in emissions but the same is intangible
- Reduction in printing on paper due to the XGN system has ensured in saving of lakhs of paper and thus saving of trees.

The pollution has reduced drastically in all critical areas because of timely monitoring, action and compliance. The system itself pin-points the non-compliance wherein action is to be taken.

(v) Communication and dissemination strategy and approach:

Number of training programmes had been arranged area wise with the businesses from time-to-time. Recently, each office has been provided with help desk with dedicated infrastructure and manpower to ease out the difficulties of businesses.

Other distinctive features/ accomplishments of the project:

1. 85 % of the online applications are disposed off, **within 41 days** against mandatory prescribed period of 120 days.
2. Grant of application immediately provides applicant a system generated **provisional order** enabling applicant to be eligible for all sorts of other related work / help / assistance from other organization / institutes / departments. (Loan disbursement from Banks / Plot allotment by GIDCs / Electricity by Power companies etc.)
3. e-Hazardous Waste tracking through this application is really advantageous to the Board to implement **“Cradle to grave” principle of Hazardous Waste Management & Handling Rules** under Environment Protection Act. This has resulted in to the better enforcement of the prevailing laws. This has also

helped in to better data gathering and documentation of the work done by the Board.

4. Final delivery mechanisms or for that matter, the conveyance of Final Actions are speedily & effectively conveyed to stake holders through e-Outwarding of documents.

Details of Head of the nominated project

Project Head of the project: Hardik Shah
Designation : Member Secretary,
Gujarat Pollution Control Board
Contact Address : Sector 10-A, 'Paryavaran Bhavan',
Gandhinagar- 382010
E-mail Address : msgpcb@gmail.com
Telephone : +91-79-23222425 Mobile Number: 09978407260,
09426409508

Details of team for the nominated project

Key Team Members with their Role Designation [Please mention key officers/ staffs (not more than 7 including project head) whose contributions were most significant for the success of the Initiative]

S.No.	Name	Email	Phone/Mobile	Location	Role [Heads/Team Member/ Client/ Vendor / Investor]
1.	Mr. Rahul Mahajan, DDG & SIO, NIC, Gujarat	sio-guj@nic.in	079- 23252403	Gandhinagar	Team Member
2.	Mr. Harish Advani, STD, NIC, Gujarat	harish.advani@nic.in	09426544660	Gandhinagar	Team Member
3.	All officers and employees of GPCB have contributed significantly for the success of the initiative. Industries and Industries Associations across the state have also contributed by posing their demands and evaluating the services provided through the initiative.				

**Declaration by the Project Head/ Owner of the project nominated for the
National Award for Governance**

This is to certify on behalf of the Organization and all team members involved in the Project that :

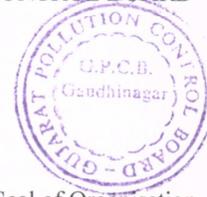
- (a) the particulars furnished above are correct and true to the best of my/ our knowledge.
- (b) I/We have read and understood the information on the Award Scheme Published on the Website of the Department of Administrative Reforms and Public Grievances (<http://darpg.gov.in>) and agree to the terms and conditions given therein. I/ We shall abide by the decision of the Jury for declaration of the award.
- (c) I/We agree with the terms and condition stipulated in the Award Scheme and shall abide by the decision of the DARPG.
- (d) there is no vigilance or disciplinary proceedings contemplated or pending against me or any team member(s).
- (e) the organization is not blacklisted/ debarred by any government body.
- (f) In the event of any information given by me/.us are found false or misrepresented at a later stage, I/We shall return the award and all consequential benefit to the Government of India and will be liable to such departmental and legal action as deemed fit by the Government of India

Place: Gandhinagar

Date: 30-08-2014


Member Secretary

GUJARAT POLLUTION CONTROL BOARD



Seal of Organisation

SCAN COPY OF THE CERTIFICATE RECEIVED FOR THE AWARD IN 2009-10

