

Jalgaon District, Maharashtra

Kunal Kumar and Pramod Borole

I) Overview

The district administration is working towards citizen centric transparent administration. The Govt. of Maharashtra had also announced year 2008 as “Information Technology Year”. With these two motivations the district administration had implemented many e-governance projects facilitating to citizens of Jalgaon district. Compared to the progress of e-governance implementation in other districts, we feel that in one year adequate e-governance implementation had been carried out in the district.

Till date we have implemented many e-governance projects, delivering with the help of internet/website. But these services are not available to the very grass root level, so the use of the services remains in urban area only.

E-Lokshahi (IVRS Based System)

With a view to provide citizen centric & transparent administration, the District Collector & District Magistrate, Jalgaon has developed an Integrated Voice Response System to provide a 24 hour online public grievance redressal system and FAQ forum being used widely through telephone and mobile.

For these services citizens has to dial (0257)-2222222 (Seven times 2) to access the service. Except the ordinary telephone call charges there is no other charges laid down for this service.

It is an innovative project of District Collector Office, Jalgaon to have a direct conversation between citizens & administration. Using this platform citizens can know primary information or can register their grievance from their home. The concerned officer receives the grievance and records his answer in the system,

which reaches the citizen at his home too. Thus this is a complete system for registering grievances as well as accessing solutions/reply of grievances to the citizens. This system is fully automated without human intervention so it is made operational 365 x 24 x 7.

Presently there are 42 types of grievances and 57 types of FAQ's services, which are provided and can be increased. The officers can access the system through telephone, mobile, website & SMS. The system can be access through Internet explorer by www.jalgaon.gov.in/elokshahi/ or <http://59.90.140.87/elokshahi/>. The system is operational 365 x 24 x 7. Citizens can access the service from their home for primary information or registration/solution of grievances. For every types of grievances time schedule is given for the officers to reply. If not replied in time the system escalates the grievance and a generated SMS will be sent to senior level officer. Such four levels of officers are defined for every type of grievance. The system saves immense amount of time and money of the common citizen as he can access the system right from his home. It increases accountability in subordinate officers by improving supervision and automated escalation.

The Following projects are initiated and implemented during 2008 to enhance the e-governance services to citizens.

- e-Library
- e-Tapal
- Maharashtra Rural Employment Guarantee Schemes
- Integrated Disease Surveillance Programme
- Panchayat Portals www.panchayat.nic.in
- RTO Sarthi (driving licenses)& Vahan (vehicle registration)
- Website of Zilla Parishad www.zpjalgaon.org.in
- CIPA (Centrally Integrated Police Application)
- e-Post Office (Connectivity)
- (RSBY) Rashtriya Swasthya Bima Yojana
- Video conferencing and other communication Service.
- Land Acquisition cases computerization
- Bio-metric Attendance System.

II) Result Indicators

The Result Indicators are primarily the outcomes and key achievements for the District in the area of ICT/e-Governance. For the purpose of these Awards the Results are being evaluated on selected attributes listed below. The nominations should address the required information as per attributes below, and if desired important additional information for the purpose of this Award may be given.

1. Key Performance

a. % of Overall Working, Services Delivered and Covered using ICT

All the projects are either for Govt. Dept. or services of Govt. Dept to Citizens so 100% deliverable are at Govt. category only.

1. **E-Lokshahi Project (IVRS Based):** The System is beneficial for all the citizens of the district as well as the officers concerned a) Primary Information about the services of Revenue Dept. b) Grievance registrations and disposal.
2. **e-Library Project (Web Based):** It is useful for all Collectorate employee & Citizens to view branch wise list of all Govt. Resolutions.
3. **e-Tapal Project (LAN Based):** Each & every department of Collectorate utilized this service. All the incoming and outgoing Letters were monitored.
4. **Maharashtra Rural Employment Guarantee Schemes:** Jalgaon district is in 2nd phase of implementation starting from April 2008. Upto till date more than 1 lakh 62 thousands workers family has been registered depending on which work measurement and distribution of grants can be done using this project.
5. **Integrated disease surveillance programme:** The information of all public health centers and other health centers had been computerized. Due to which it is now easy to get consolidated information for taking necessary actions. VC facility is also used for communication
6. **Panchayat Portals www.panchayat.nic.in:** All the 1150 gram panchayats information is uploaded on this portal with pre-formatted 17 pages of each gram panchayat.

7. **RTO Sarthi (driving licenses) & Vahan (vehicle registration)** : The citizens get their vehicles licenses in smart card format. Up till now more than 34 thousand learning licenses and more than 28 thousand permanent licenses, more than 5 thousand duplicate licenses , 4062 licenses renewal were issued in Jalgaon district. In Vahan project till date 12407 Two-wheeler & more than 1100 Four wheelers vehicles smart cards were issued in Jalgaon district.
8. **Website of Zilla Parishad**: The URL www.zpjalgaon.org.in is used to view the working of different departments, various schemes of Zilla Parishad Jalgaon, & tender notices for the citizens
9. **CIPA (Centrally Integrated Police Application)** : All 33 police stations in Jalgaon district are equipped with IT infrastructure and application had been started for police station level services-under this Police station diary, FIR, Investigation, Prostitution and all other police station level work is covered. One technician is appointed to give training at Police station level for three months
10. **e-Post Office**: Five main post offices are computerised, instant money order, electronic money order, speed post, postal life insurance etc. are covered using internet in this scheme
11. **Rashtriya Swasthya Bima Yojana (RSBY)** : Under this scheme the IT component is to provide smart card to the BPL labors. Till date 95 thousands smart cards were issued for Health services to very poor labors.
12. **Video conferencing and other communication Services**: The District Centre provides IT communication services to all the Govt. Department in regard to lease line internet connectivity and Video conferencing services.
13. **Land Acquisition cases computerization**: The process of land acquisition can be done within time & convenient way this application is used. After filing the primary information the necessary notices, and all relevant reports can be generated.
14. **Bio metric Attendance System** : Monitoring on attendance (Incoming & Outgoing office time) of every employee within the Jalgaon collectorate the biometric attendance system is used.

b. Initiatives under G2C, G2G and G2E

G2C Services

- E-Lokshahi Project
- Maharashtra Rural Employment Guarantee Schemes
- Panchayat Portals www.panchayat.nic.in
- RTO Sarthi (driving licenses) & Vahan (vehicle registration)
- Website of Zilla Parishad www.zpjalgaon.org.in
- CIPA (Centrally Integrated Police Application)
- (RSBY) Rashtriya Swasthya Bima Yojana

G2G Services

- e-Library
- e-Tapal
- Integrated Disease Surveillance Programme
- e-Post Office (Connectivity)
- Video conferencing and other communication Services
- Land Acquisition cases computerization
- Bio-metric Attendance System.

c. Stakeholder-wise Services and Benefits of ICT/eGov Initiatives

- All the G2C services are intended towards services to citizens of the district.
- The G2G services are intended towards atomization of office procedure to increase the efficiencies of the branch/Dept.

d. Implementation Coverage (geographical areas covered under pilot, roll-out, next steps)

- All the G2C services are intended towards services to citizens of the district (15 Blocks, 1500 Villages, population 45 lakhs approx.)
- Implementation coverage area of G2G services are limited to that office/branch.

e. Financial Model for the Initiatives (funding pattern, business model, PPP, etc)

Project/Services	Financial Model
e- Lokshahi	Local IT Funds from SETU
e-Library	Local IT Funds from SETU
e-Tapal	Local IT Funds from SETU
Maharashtra Rural Employment Guarantee Schemes	Govt.Scheme
Integrated Disease Surveillance Programme	Govt.Scheme
Panchayat Portals www.panchayat.nic.in	Govt.Scheme
RTO Sarthi (driving licenses)& Vahan (vehicle registration)	PPP
Website of Zilla Parishad www.zpjalgaon.org.in	Govt.Scheme
CIPA (Centrally Integrated Police Application)	Govt.Scheme
e-Post Office (Connectivity)	Govt.Scheme
(RSBY) Rashtriya Swasthya Bima Yojana	Govt.Scheme
Video conferencing and other communication Service	Govt.Scheme
Land Acquisition cases computerization	Local IT Funds from SETU
Bio-metric Attendance System.	Local IT Funds from SETU

2. Government Efficiency Improvement Initiatives

a. Time and Cost Efficiency Improvements in the Working & Delivery of Services

Project/Services	Efficiency improvements
e-Lokshahi	Providing primary information & registration of grievances became automated & fast.
e-Library	Improvement in GR searching
e-Tapal	Streamlining the references disposals
Maharashtra Rural Employment Guarantee Schemes	Distribution of work remuneration to the labour becomes fast.
Integrated Disease Surveillance Programme	Mapping of diseases.
Panchayat Portals www.panchayat.nic.in	Grass root level information available on net.
RTO Sarthi (Driving licenses) & Vahan (Vehicle registration)	Uniformity in Licenses and registration process & deliverables
Website of Zilla Parishad www.zpjalgaon.org.in	Service details of Dept. made available easily
CIPA (Centrally Integrated Police Application)	Standardization of processes.
(RSBY) Rashtriya Swasthya Bima Yojana	Efficient health services for rural poor citizens.

b. Specific Innovative Ideas Implemented in eGov Area; Best Practices Implemented Innovative Project Implemented is e-lokshahi Service

c. Initiatives Integrated with other Departments/Offices N.A.**III) Enabler Indicators**

The Enabler Indicators are primarily the processes that are implemented to achieve the above-mentioned results. For the purpose of these Awards the enablers are being evaluated on selected attributes listed below. Nominations should address the required information as per attributes below, and if desired important additional information for the purpose of this Award may be given.

1. State Policy & Strategy**a. eGov/ICT Vision Roadmap**

The vision of e-Gov/ICT implementation is towards Citizen centric administration and transparency

b. eGov Roadmap Implementation Plan

As per the State Govt. Declaration Year 2008 as “Information Technology Year”

The project implemented are state government approved projects which phase wise implementation plan defined and finalized at state level. The innovative projects e-lokshahi & other local projects e-tapal, e-library, Land Acquisition computerization were implemented with proper planning of different stages of implementation.

c. Sharing of Common Infrastructure (national, state, other department; delivery channels)

The hardware infrastructure made available for e-lokshahi project is shared for other local project implementation.

d. Technology Standardization N.A**2. Process Re-engineering & Legal Reforms****a. Major Front-end Process Changes**

Project/Services	Front-end Changes
e- Lokshahi	Citizens will get primary information at their home using local telephone. Citizens can register their grievances from their home using local telephone/ Mobile phone.
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	<p>The proper grievance registration ID is given to the citizens. If grievance is booked from mobile the ID no. is send through SMS.</p> <p>For every grievance four levels of officers are defined and the system excellate the grievance as per predefined schedule to the higher officer.</p> <p>Now it is easy for administration to prioritize the grievances in particular areas or services in district.</p>
e-Library	The staff members got the web enable search engine to search the G.R
e-Tapal	It becomes easy to monitor the movement of references and its disposals
Maharashtra Rural Employment Guarantee Schemes	All the labour registration, work distribution and fund disposal is made online to improve the transparency in the project.
Integrated Disease Surveillance Programme	It makes easy to map the diseases
Panchayat Portals <i>www.panchayat.nic.in</i>	The grass root level information of panchayat is made online for citizens
RTO Sarthi (driving licenses) & Vahan (vehicle registration)	Citizens get the driving license and vehicle registration in defined time with smart card
(RSBY) Rashtriya Swasthya Bima Yojana	The labors gets smart card for their health services
Bio-metric Attendance System.	The attendance becomes streamline

b. Major Back-end Process Changes

Project/Services	Back-end Changes
e-Lokshahi	<p>The officer need not have to keep the manual record of the grievances and their disposals.</p> <p>The Officer can disposed the graveness at their suitable time with proper thinking about the grievances.</p> <p>The officer's can disposed the grievances from their home or even though they are on tour.</p> <p>The SMS reminder helps the officer to remind about the grievances.</p>
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	The officer can politely give reply to the citizen, as they are not in hurry at the time of disposal.
e-Library	The electronics indexing and storage made easy for maintaining record of GR.
Maharashtra Rural Employment Guarantee Schemes	Information & status of work is maintained online which is used for better planning and monitoring
RTO Sarthi (driving licenses) & Vahan (vehicle registration)	The electronics indexing and storage made easy for maintaining record of Licenses and vehicles
CIPA (Centrally Integrated Police Application)	Manual documentation had been reduced.
e-Post Office (Connectivity)	Faster connectivity
Land Acquisition cases computerization	Case monitoring becomes easy.
Bio-metric Attendance System.	Manual documentation had been reduced.

3. Capacity Building

a. Leadership Support & Visibility

Leadership support is required in publicity of the services and to motivate the citizens & staff to adopt the new e-governance service.

b. Change Management Strategy

All the projects are implemented as Government Schemes so no need of change in management strategy.

c. Capacity Building Plan

The required hardware, training schedules and implementation planning had been adopted as per the directions in the Govt. Schemes.

For innovative e-lokshahi project: At field level and at user level there is no need for capability building. Training of Officials is carried out in phase manner.

d. Program Management Teams (full time department officials/consultants)

All the projects are implemented as part of the Govt. Schemes so management teams responsibility is given to head of Dept. No additional manpower is taken for management.

(Kunal Kumar, Collector & District Magistrate, Jalgaon Office Collector & District Magistrate, Akashwani Chauk, Zilla Peth, Jalgaon, Maharashtra. The author can be reached at acomnmc@gmail.com, ddcjalgaon@rediffmail.com

Pramod Borole, District Informatics Officer, Jalgaon, National Informatics Center, Office Collector & District Magistrate, Akashwani Chauk, Zilla Peth Jalgaon, Maharashtra. The author can be reached at mahjag@nic.in, nicjalgaon@gmail.com).