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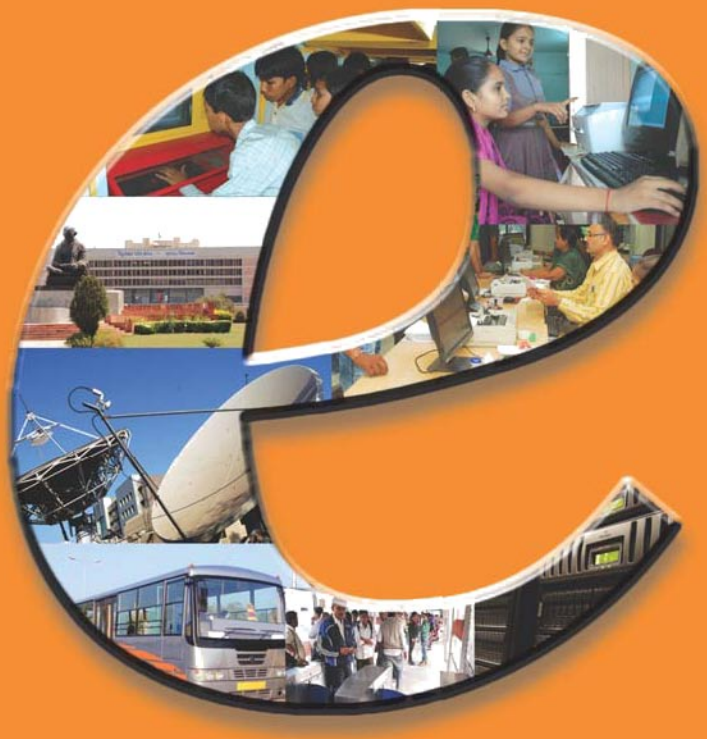
Government of Gujarat



DIGITAL GUJARAT

An Unparalleled Success Story of How Gujarat Promoted Transparency and Efficiency through e-Governance

Department of Science & Technology
2014

Government of Gujarat

DIGITAL GUJARAT

An Unparalleled Success Story
of
How Gujarat Promoted Transparency and Efficiency through e-Governance

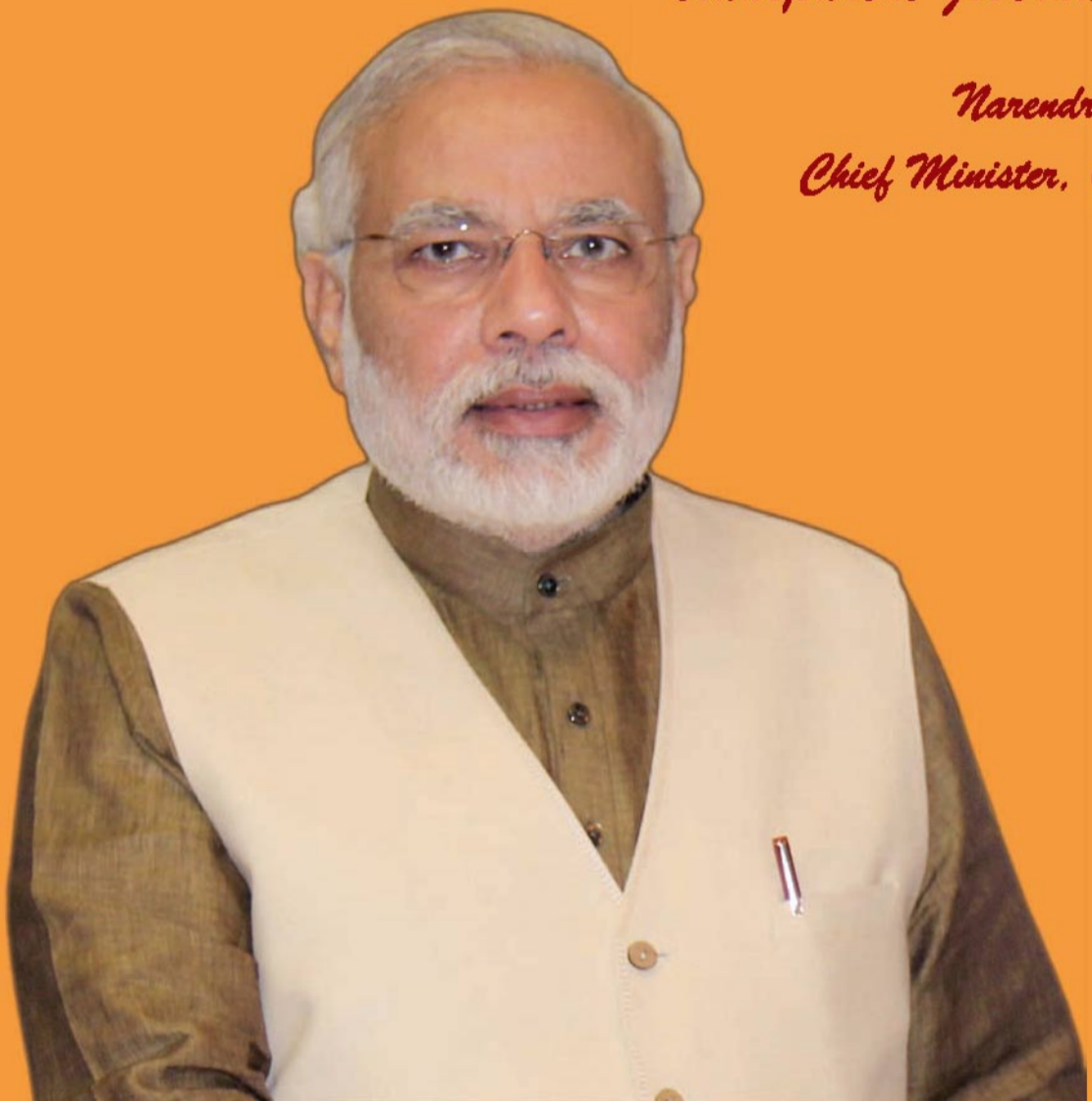
A Documentation of Selected Innovative Practices in e-Governance

Initiatives by Team Gujarat

Department of Science & Technology
Government of Gujarat
2014

"Transparency is the key to good governance & e-governance is the only effective way of transparent governance."

Narendra Modi
Chief Minister, Gujarat



Chief Minister
Gujarat

MESSAGE

I have been saying that e-Governance is 'Easy, Effective and Economical Governance'. It is one of the most innovative applications of technology with immense potential to transform Governance through delivery of information and Services. Indeed, it can become the greatest problem solver for the citizens in this age.

Gujarat has been in the forefront in setting up such initiatives which include SWAGAT, Targeted Public Distributions System(TPDS), ApnoTaluka Vibrant Taluka (ATVT), e-Jamin and eGujCop. These applications demonstrate the use of technology to promote efficiency and transparency in administration and to make it system based. ICT has, in fact, become part of our basic infrastructure for sustainable and inclusive socio-economic development.

Through Geographic Information System (GIS), decision-support and convergence in various sectors such as Health, Agriculture, Education, Water and Land Management, etc. have been achieved. Moreover, use of Satellite Technology has facilitated mainstreaming of the remote areas and people by programmes like distant interactive training and awareness generation across the State.

e-Governance in Gujarat is contributing to the empowerment of weaker sections of the Society including women. Social Media is being increasingly used as a medium to engage the citizens as stakeholders to get ideas in policy formulation and implementation. Further, our emphasis on m-Governance is fast becoming the preferred mode of availing services by the citizens. All this is giving a feel of 'Minimum Government and Maximum Governance'.

This Compilation entitled "DIGITAL GUJARAT - An Unparalleled Success Story of How Gujarat Promoted Transparency and Efficiency through e-Governance" would serve a useful purpose for all the concerned by sharing our innovative practices in this field.

(Narendra Modi)

Chief Secretary
Government of Gujarat

MESSAGE

Gujarat has always been a pioneering State in leveraging ICT to improve service delivery, empower citizens, increase transparency and eliminate the scope of malpractices from the traditional systems.

With the sturdy and scaleable core infrastructure like Gujarat State Wide Area Network (GSWAN), Gujarat State Data Centre (GSDC) and Service Delivery Centres like e-Gram Vishwagram, ATVT Centres, Jan Seva Kendras and City Civic Centres, it has established an enabling ecosystem which facilitates Departments to deliver e-Services effectively.

All major sectors like Health, Education, Agriculture, Woman and Child Welfare, Citizen Centric Service Delivery, Grievance and Judicial System, Revenue, Rural and Urban Development, Finance and many more have benefitted from e-Governance initiatives.

Through systematic approach, Gujarat has emerged as one of the most e-Ready States in the country. This Compendium of Best Practices entitled 'Digital Gujarat – An Unparalleled Success Story of How Gujarat Promoted Transparency and Efficiency through e-Governance" is a useful compilation of selected innovative practices in e-Governance.

Sd/-

(Varesh Sinha)

FOREWORD

It is a matter of honour and privilege for me to present this Compendium entitled 'DIGITAL GUJARAT - An Unparalleled Success Story of How Gujarat Promoted Transparency and Efficiency through e-Governance'.

Gujarat has been one of the pioneering States in the sphere of e-Governance. Independent agencies have rated Gujarat as one of the most e-prepared States in the country.

Over the last ten years, the State Government has proactively formulated and implemented a number of e-Governance Projects which have effectively promoted transparency, efficiency and accessibility in public services as also successfully tried to eliminate the scope of malpractices and irregularities in a systemic way. Unlike the adoption of cosmetic approach which only provides for symptomatic treatment to individual deviant cases, these efforts strike at the root of the malady and offer a long-lasting structured and institutionalized remedy. Most of the State Government Departments have also innovatively utilized GIS for decision support and optimum utilization of resources resulting in enormous savings of time and costs.

This Compendium does not purport to be a comprehensive and exhaustive compilation of all the best practices implemented by Team Gujarat in recent times. It is a modest effort to, inter alia, showcase some of the success stories which have reinvented governance and redefined public service delivery by making it more citizen-friendly.

We reaffirm our commitment to relentlessly scale greater heights in Good Governance through e-Governance. Any input or feedback for further improvements will be immensely appreciated.

S. J. Haider
Secretary
Department of Science & Technology
Government of Gujarat

Gandhinagar
24th February 2014

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e-Transactions

Sr. No.	Standard Services	No. of e-Transactions
1	Public Distribution System	16,62,19,577
2	Education	10,83,33,429
3	Utility Services and Bill Payment	7,32,69,800
4	Land Revenue	7,15,03,246
5	Health	1,96,00,766
6	Industry and Commerce	1,62,17,878
7	Personnel and Admin	88,26,591
8	Transport	65,59,684
9	Urban Development including Municipality Services	50,10,132
10	Election	49,03,551
11	State Specific Services	38,44,546
12	Court and Judiciary	23,77,812
13	Integrated Finance Management Services	23,21,351
14	Property Registration & House Tax	21,26,972
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16	Certificates	9,03,621
17	Other Services	8,08,694
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19	e-Procurement	2,44,437
20	Grievance	64,717
21	Commercial Tax	60,138
22	Licenses and Permits	43,069
23	Others	20,022
	Total e-Transactions	**49,56,83,504**

Period : 1st Jan 2013 to 23rd Feb 2014

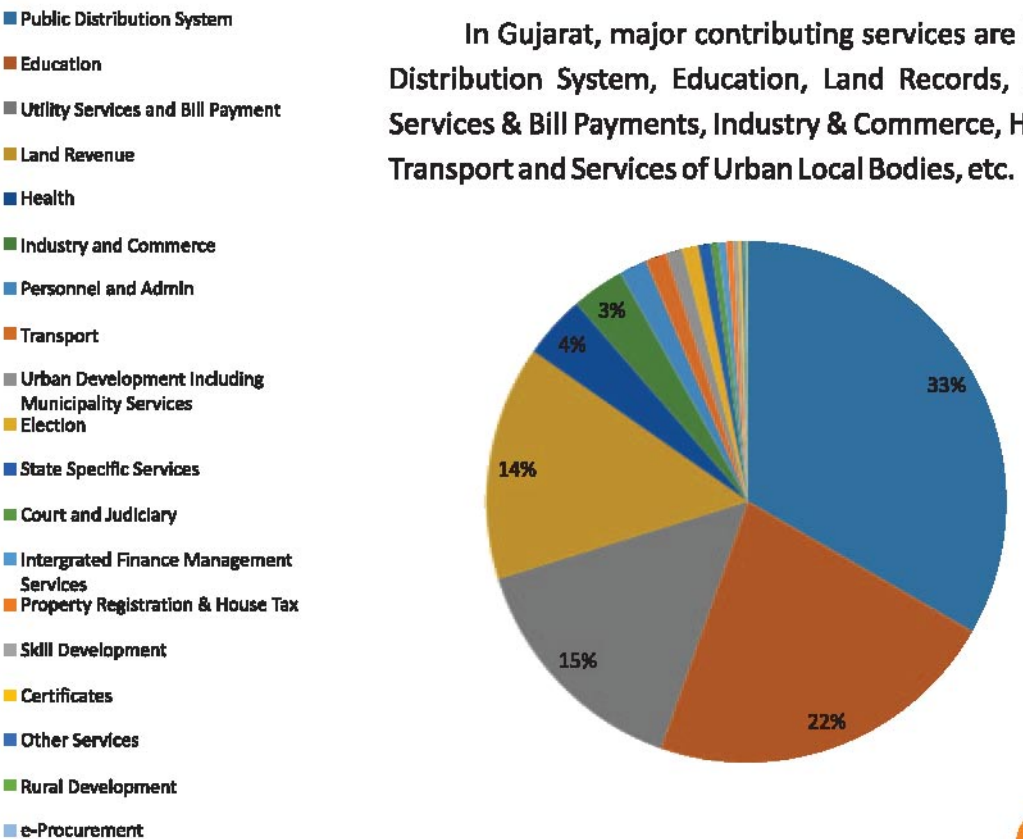
Gujarat: Leading State on eTaal Portal

Inching towards 50 - crore mark

Gujarat accounts for over 21% of all e-transactions recorded on 'eTaal' (https://www.etaal.gov.in), National e-Services Dashboard that disseminates e-transaction statistics through web - based applications periodically on near real-time basis.

Based on the information available on eTaal Portal as on 23rd February 2014, Gujarat is the leading State across India in recording e-Transactions. Under the State Govt. Projects, the Portal shows a total of 231.78 crore e-Transactions out of which Gujarat has recorded 49.40 crore.

In Gujarat, major contributing services are Public Distribution System, Education, Land Records, Utility Services & Bill Payments, Industry & Commerce, Health, Transport and Services of Urban Local Bodies, etc.



"E-governance is the only way to move from good governance to proactive pro-people good governance (P2G2)."

Narendra Modi
Chief Minister, Gujarat

STATE - LEVEL INITIATIVES

State Wide Attention on Grievances by Application of Technology (SWAGAT)

Chief Minister Office
Operational since 2003

Awards

National Award on e-Governance 2011
United Nations Public Service Award 2010
International Award Manchester University 2004

Background

The Chief Minister's Office in Gujarat operates SWAGAT for effective, ICT-based, transparent and speedy redressal of the grievances of the citizens at various levels of the Government throughout the State through direct interaction with the Chief Minister. Online applications, a data management system for case records, robust tracking and live multi-video conferencing have ensured transparency, accountability and most importantly positive outcome for the people.

For an efficient government operation, it is very critical to offer a platform for citizens to voice their grievances. One of the Country's First State-wide Online Grievance Redressal Programmes, SWAGAT is an innovative concept that enables direct communication between the citizens and the Chief Minister as also between the citizens and other functionaries of the Government. There is a four-tier grievance redressal system under SWAGAT at Gram, Taluka, District and State level. Grievances submitted are first resolved by authorities at respective level and, thereafter, all pending grievances are reviewed by the Hon'ble Chief Minister himself.

Motivating Factors

Grievance redressal is the key to Good Governance; more so in a democracy. Earlier, public grievances were not handled systematically because of the inherent limitation in the paper-based complaint redressal processes which were generally cumbersome, time-consuming, non-transparent and inefficient.

The motivating factor for SWAGAT was to instil this belief amongst the citizens that their grievances are addressed with utmost care and sincerity at the highest level of Government. This thought gave birth to the concept of SWAGAT for effective, transparent and speedy redressal of citizen's grievances throughout the State by direct interaction with the Chief Minister. SWAGAT is also aimed at analysis of nature of grievances to strengthen good governance across the State.

Project Overview

SWAGAT in local language means 'Welcome'; thus citizens are welcome to this forum for seeking satisfactory resolution of their problems.

In the State Capital, the fourth Thursday of every month is SWAGAT day wherein the highest office in administration attends to the pending grievances of the common man. The concerned secretaries are present along with the Chief Minister, for direct

BETTER MANAGEMENT — BETTER PUBLIC SERVICE

23 June 2010

United Nations Public Service Award 2nd Place Winner

Improving Transparency, Accountability and Responsiveness in the Public Service Category

This certificate is given in recognition of the contribution of

Chief Minister's Office, Government of Gujarat India

towards improving the effectiveness, efficiency and quality of public service.

沙祖康

Sha Zukang
Under-Secretary-General for Economic and Social Affairs

interaction with the aggrieved citizen, and district authorities are connected through video-conferencing. The review is done based on the problems solved and not on the number of petitions disposed.

SWAGAT ensures high levels of accountability and transparency in the administration process. The grievances are classified into (i) Policy Matters - where limitation or gap in the policy requires attention, (ii) Long Pending Cases - where the case has remained unresolved for more than six months since initial application and, (iii) First Timer - where cases are first referred to the concerned subordinate office for attention. Cases for attention of the Chief Minister are selected as those that are longstanding, acute humanitarian issues, difficult to resolve at other levels of Government and those that have policy implications.

This system has all the stakeholders connected in real time leaving no chance for either the aggrieved citizen or the concerned officer to hide or manipulate the facts of the case. In case there are repetitive grievances on same issues, certain policy decisions are reviewed and accordingly changes in policies are incorporated. This eliminates the recurrences of such grievances for good.

Outcome

1. Strengthened Public Accountability
2. Systemic changes as decisions lead to policy reforms
3. Increased citizen's satisfaction when grievances are attended at the highest level
4. Monitoring system focuses attention on unresolved cases
5. Access to all guaranteed through proximity of local offices
6. Total Transparency as all stakeholders are present during the real-time interaction
7. Administration activated as Hon'ble Chief Minister is directly reviewing cases
8. Inputs from all allow fair decisions: citizens, key Officers and elected members
9. Authorities learn about the nature of problems at local levels and practical issues of local administration
10. Powerful indirect impact in encouraging state officials to pro-actively resolve grievances before they reach the SWAGAT stage
11. Satisfactory disposal has been done in over 92% of the cases.

ATVT - Apno Taluko, Vibrant Taluko

Revenue Department
Operational since 2011

Background

The State Government conceptualised and formulated Apno Taluko, Vibrant Taluko (ATVT) to empower people locally to guide the growth process through Taluka Sarkar - a sub district citizen-centric approach where governance and development is activated at the grass root level.

It was intended that instead of the State standing on 33 pillars (of 33 districts), it should stand on 248 pillars (of 248 Talukas). The decentralization of administration up to sub-district (Taluka) level has made it speedier, effective, transparent, and citizen centric. ATVT is another step towards grassroots democracy taken by the Gujarat Government.

Motivating Factors

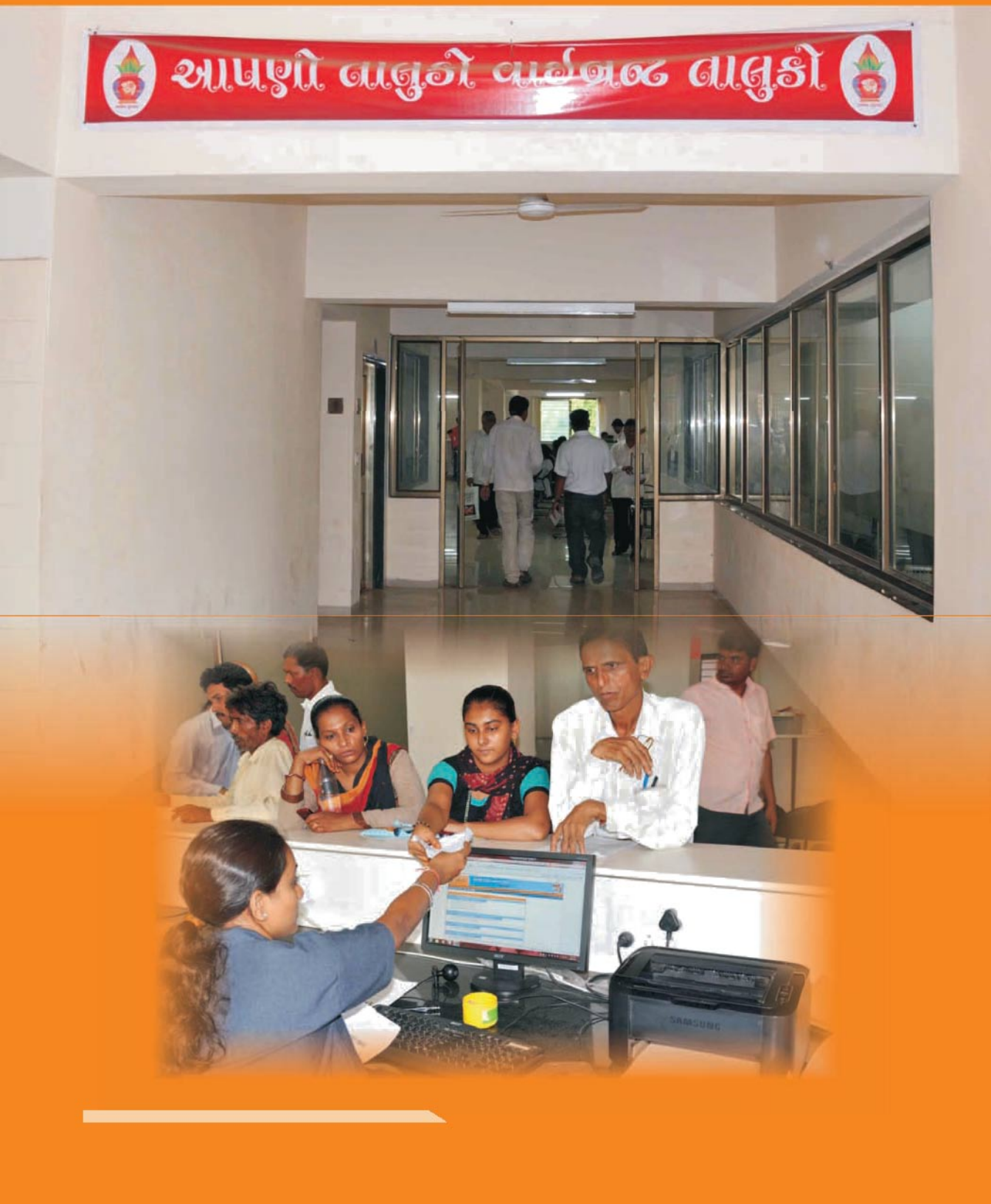
Manual delivery of Government services and issuance of certificates was a time consuming process.

The Issues faced by the citizens were -

1. No single point of service delivery to rural citizens. Citizens were required to move from one office to another, and one table to other due to absence of single window facility.
2. Red-tapism and harassment by middle men in issues like renewal of licensees, services and certificates, especially for citizens living in smaller town and villages.
3. Target population were rural citizens who had little or no understanding of government functions and administrative structure.
4. Without a defined turnaround time (TAT) for services and method to monitor this Service Level Agreement, the quality of services and timeliness were impacted resulting into delay in delivery of services.
5. Travel time for getting the service post application was high and there was no mechanism to track the status of application. Multiple trips to designated office were required in absence of any alert system.

Project Overview

ATVT governance empowers the people and helps them shape the course of their lives and businesses with minimum interference of bureaucracy and its procedures. Cluster level monitoring approach, classified as Public Service Cluster and Public Infrastructure Cluster, is used in ATVT model. This initiative entails a major revamping in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SAMSUNG

the administrative set up and a shift in functioning. Another aim of ATVT is to establish all the Taluka offices in one complex, i.e. Taluka Seva Sadan for the convenience of the people.

Apno Taluko Vibrant Taluko (ATVT) is an online system to strengthen the administration at the Taluka level for better implementation of Government schemes and addressing the applications / grievances of the people. The services provided by ATVT include One Day Services like Issuance of Certificates such as Income, Caste, Residence, Senior Citizen etc., Renewals such as Arms license, ration card, Birth date change etc. Non One Day Services are services which are being delivered to the beneficiary in a pre-decided time frame as per citizen charter.

Outcome

1. Nearly 180 services of different departments are being delivered under one roof from a 'single window'.
2. Applications for assistance under various services are now collected and processed at the Takuka level itself thereby eliminating the need to travel to District Headquarters.
3. Transparent and efficient citizen centric system ensures efficiency, transparency and reliability of service delivery at affordable cost.
4. Faster service delivery using information & communication technology.
5. SMS alerts are sent to applicants on receipt and approval of their application. The online system also allows citizens to track the status of their application.

e-Gram Vishwagram

Panchayat Department
Operational since 2004

Award

CSI-Nihilent e-Governance Award 2013
Dataquest-CMS e-State Award 2013
Computer Society of India 2008
Skoch Challanger Award 2008

Background

The State government has established the "E-Gram Vishwagram" Society to provide e-services to the rural people at their doorsteps. Village Panchayats have been equipped to provide the e-services through VSAT Broadband connected PCs (along with Printer, UPS, Web Cam, VoIP Phone). This has enabled the Government to bridge the digital divide between the urban and rural Gujarat through Very Small Aperture Terminal (VSAT) based network building an advanced Information Technology (IT) infrastructure at all village bodies. eGram VSAT Network which is also known as PAWAN Network is Asia's Largest Public Domain Network.

Motivating Factors

The biggest motivating factor for establishing e-Gram was to provide e-services to the rural people at their doorsteps by transforming Gram Panchayat into Gram Sachivalaya. Problems in the earlier service delivery platform included the below aspects:

1. No single point of service delivery to rural citizens.
2. Long turnaround time for issuance of certificates and delivery of services.
3. Citizens were required to understand government functions and administrative structure in order to avail services.
4. Multiple trips to Government offices were required in the absence of any alert system thus resulting in huge cost and time investment.
5. Ineffective implementation of citizen charter and lack of monitoring of government functions for citizen service delivery.
6. Non-availability of reporting mechanism and process to track status of service request.

Project Overview

Government of Gujarat under the e-GRAM Project equipped all the 3 tiers of Panchayats (the gram panchayats, taluka panchayats and district panchayats) and in particular, each and every Village Panchayat (VP) with computer hardware & software and other necessary peripherals. With the introduction of modern office tools and connectivity at the lowest rural administrative unit in the State i.e. Village Panchayat, e-GRAM project has enabled computerized record keeping of accounts and maintenance

of registers of various types of taxes at the village level. To leverage IT resources, e-GRAMs are being operated through Village Computer Entrepreneurs (VCEs) on a revenue sharing basis under Public Private Partnership model. This innovative mechanism is ensuring prompt services to the rural citizens besides providing income earning opportunity to the VPs and generating self-employment opportunities for the rural youth. In a nutshell, the e-GRAM in each VP is the e- governance business model of Gujarat and it has started functioning as a Village Knowledge Centre.

Outcome

1 Empowerment of citizens to avail services nearer home.

2 Connectivity to all gram panchayats paving way to better governance on all fronts.

3 Reduced time and cost in availing services through e-Gram Centres.

4 Currently 13,685 Village Panchayats are equipped to provide the following services:

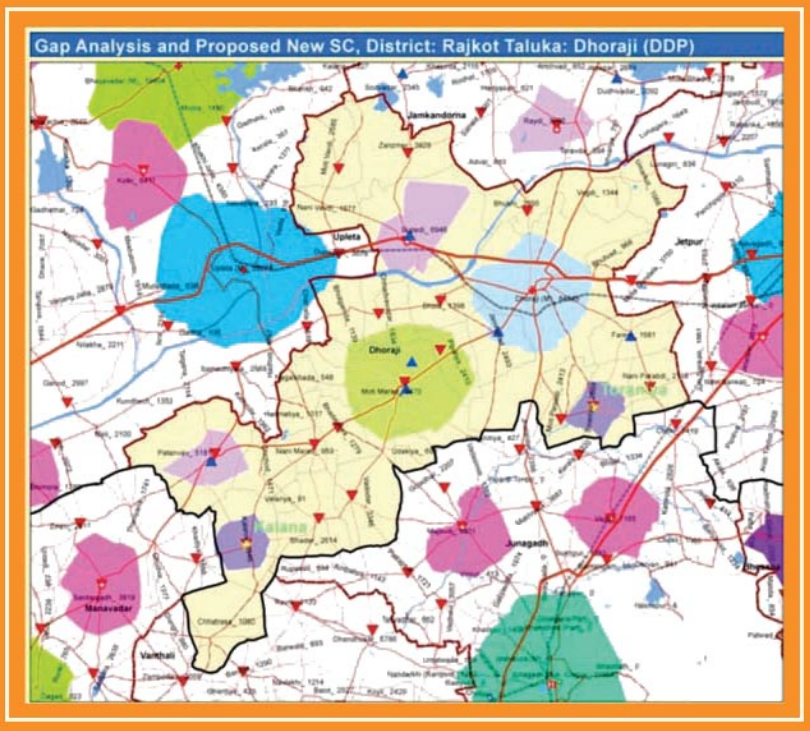
G2C Services

- Certificates of Birth, Death, Caste, Income, Domicile, Property, etc.
- Tax Collection Receipts
- Land Right Records Services (RoR- 7/12 & 8A)
- Application Forms of various development Schemes
- ITI Application Form
- Data Entry work for government departments like health, etc.

B2C Services

- e-Ticketing of Railways, Airlines
- Utility Bill payments (Electricity, Telephone, Mobile, DTH etc.)
- Market linkages for Agriculture Commodities
- DTP work

5 Online monitoring and tracking mechanism to ensure quality service delivery.



Use of GIS for Decision Support System & Optimum Utilization of Resources

Department of Science & Technology
Operational since 2003

Awards

National Award on e-Governance 2012

Background

Bhaskaracharya Institute For Space Applications and Geo-Informatics (BISAG) has developed centralized Geo-Spatial database and Decision Support System (DSS) which can be used as per the requirements of the users. The state-wide GIS database is supporting the government with an active GIS solution in such a way that most governance activities are now GIS-based. This is an example of seamless integration of whole-of-government. The integrated centralized database leads to saving of time in terms of storing and retrieving of data and easing conflict resolution. e-Map services have been developed for visualization, interpretation and integration of remote sensing data with departmental data including both maps and attributes. This has lead to the convergence of different departmental programs by sharing of data and applications resulting in support for parity and inclusive growth.

Motivating Factors

Various departments of the state government were having their individual data sets either in digital format or physical format. The data quality was inconsistent and in different formats leading to data exchange issues, ineffective analysis and decision making. The spatial information was not available to the state government for various purposes like planning, budgeting, survey implementation and monitoring of state government programmes. The reliance on physical survey was the only option available for planning and management of schemes. These physical surveys were time consuming and costly and led to inconsistent data. It was therefore difficult to integrate such data sets across a range of applications for holistic planning and decision making.

Project Overview

As a part of this project, Geo-Spatial databases were created using conventional maps, high resolution 2D and 3D imagery and official datasets (attributes). The databases included terrain characteristics, natural and administrative systems, agriculture, water resources, city survey maps, village maps with survey numbers, water harvesting structures, water supply, irrigation, power, communications, ports, land utilization pattern, infrastructure, urbanization, environmental development, forests, sanctuaries, mining area, etc.

Water Resources	• Charaterization and classificatior of watersheds • Watershed prioritization and planning • Hydro-geomorphological studies • Ground water prospects and recharge zoning • Cadastral level water resource action
Land Resources	• Landuse / Landcover mapping • wasteland development planning • Land Degradation mapping • land rescue action plans • spatial ant temporal land transformation studies
Agriculture	• Crop acreage & production estimation • crop condition assessment • spatial DSS for Agri-planning • Degraded agriculture mapping • support for precision farming
Environment	• Thematic mapping for coastal areas • zoning for siting of industries • site suitability analysis • coastal zone information system
Urban and Regional planning	• Municipal GIS • Urban sprawl mapping • Geo-spatial property tax system • site suitability for urban industries
Disaster Management	• Decision support system for Floods • Geo-spatial services for cyclone mapping and mitigation • web based GIS
Infrastructure	• Road GIS, Rural Connectivity Analysis, Fleet management and optmization • Irrigation, Telecommunication • Industrial, Mineral information system
Social	• Health and Education - Mapping of health centres, GIS mapping of schools • Tribal and backward area mapping • Mapping of educational infrastructure in tribal regions.

The GIS solution developed by BISAG is a very powerful tool which can handle, manipulate and integrate both the spatial and non-spatial data.

Outcome

1 Spatial field-level, multi-purpose, compatible, standardized, geo-spatial huge database available with the Government departments enabling better decision making.

2 Micro planning of various government schemes and public services could be done on GIS base. Quick decision making for all the infrastructure, revenue, development and government scheme planning

3 Convergence of all government departments into a single solution yielding decision support to all Government and administration. Transparent decision making (example: watershed, NREGA, education, health facilities)

4 Adoptability and affordability to government and citizens - with no change in existing processes of departments.

5 Better products, available at Less cost saving in time and efforts through online database and attribute mapping

6 Providing solutions as per the requirement of the departments

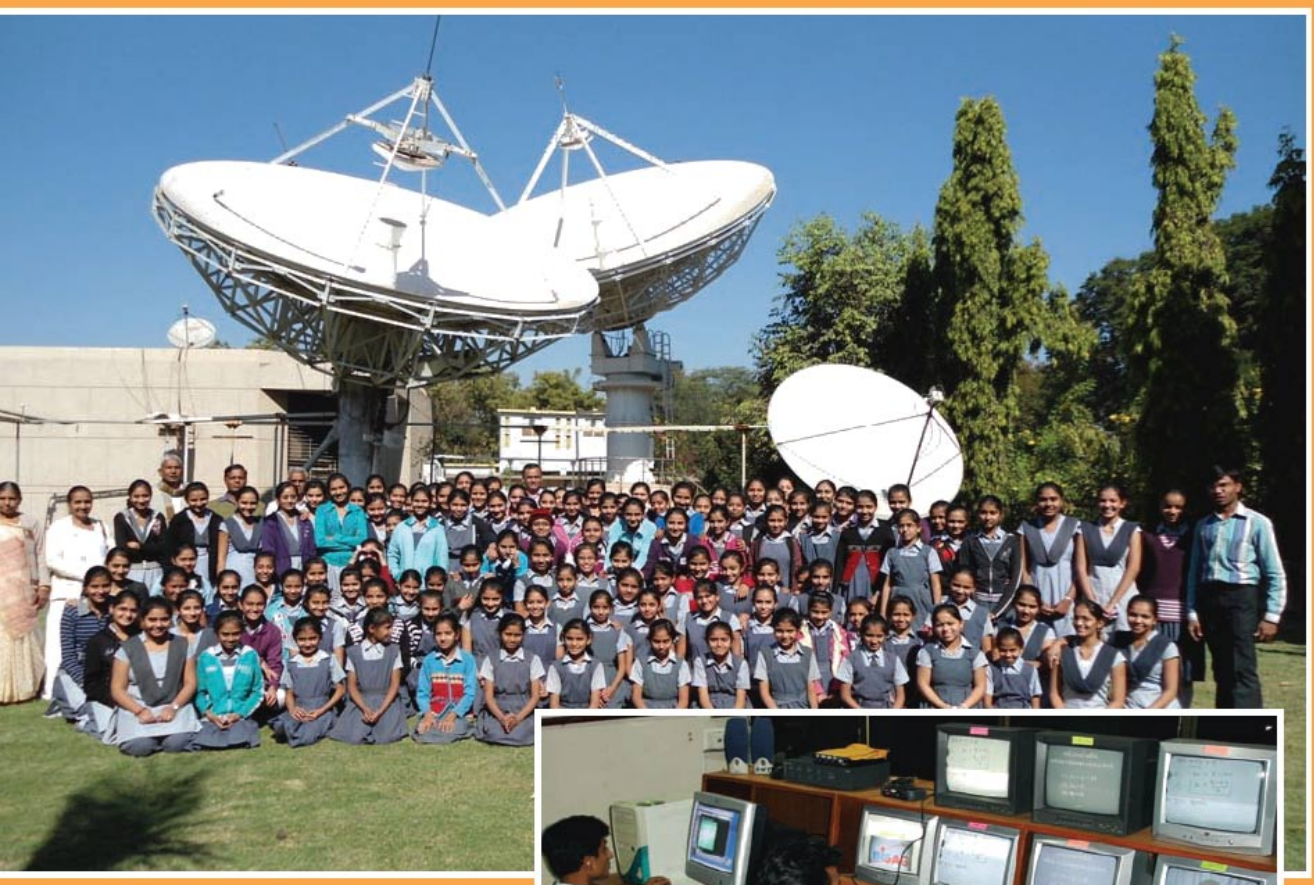
7 Efficient allocation and use of resources and monitoring of the programs run for the citizens

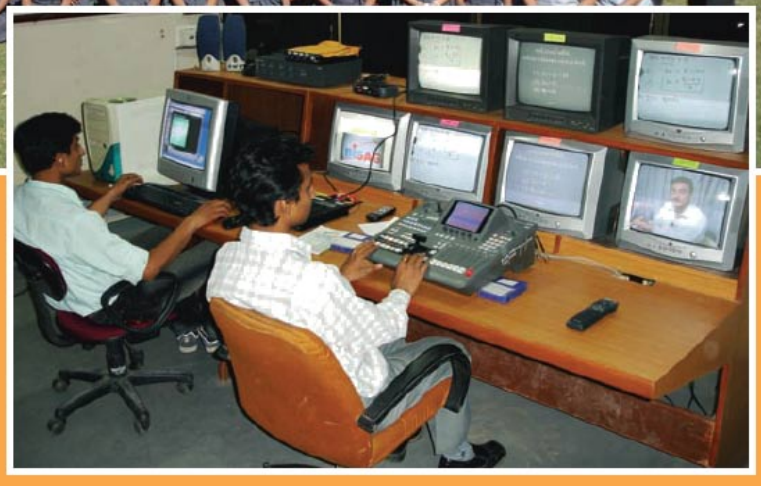
8 Seamless integration of data sources and systems enabling the capability to perform data mining across the various layers of maps overlapped under the GIS application of BISAG.

9 Inclusiveness and collaborative planning of government schemes. Data sharing and resource planning through system integration and attribute mapping helps in proper implementation planning of the Government schemes and government Grs.

10 The project has helped to ensure convergence of various government schemes. Integration of all government data - Data integration and decision making for Policy formations

11 Need based solutions on demand for all the departments being created as per the regular and specific requirements of the departments.





Empowering the People through Satellite Communication (SATCOM)

Department of Science and Technology
Operational since 2006

Background

One of the biggest challenges in big states like Gujarat is to ensure reach of education, skill development and awareness about various government schemes in each and every corner of the state ranging from big municipal corporations like Ahmedabad to remote villages in Bhuj. This ICT initiative involves use of Satellite Communication for reaching out to citizens across the state involving beneficiaries across sectors, demographics and government employees.

Motivating Factors

To make use of satellite communication for reaching to targeted audiences across the state, facilitate first hand interactions, broadcast instructions and alerts of various government departments.

Project Overview

SATCOM provides services to government departments for telecasting educational, skill development, training and awareness programme through TV broadcast. The reach of the initiative is spreading among the sectors and users - students, teachers, villagers, govt. officials, farmers and private sector employees. The project services are currently used by over 25 stakeholder departments where in the training modules include end-to-end modules, department specific modules, target group specific and topic specific modules, etc.

Outcome

1. Wider citizen reach for government departments. Reach to lacs of people to more than 50,000 Direct-to-Homes (DTH)
2. Live broadcasting to various stakeholder departments. A yearly transmission rate of more than 4000 hours of programmes.
3. Regular and direct communication between government departments and users has increased, resulting in better planning and feedback mechanism to the system.
4. Travel cost has reduced for awareness and training programs for departments.
5. Project has helped to touch upon the primary rural issues like school availability, addressing farmer concerns through direct interaction with Chief Minister, health programs solving the problems of rural women and tribal communities.

Online Job Application System (OJAS)

General Administration Department
Operational since 2012

Background

In Government of Gujarat, there are two bodies - Gujarat Public Service Commission (GPSC) and Gujarat Subordinate Staff Selection Board (GSSSB) which do the recruitment process starting from accepting application forms to conducting exam and personal interview for finalizing the selection list. Rules and recruitment process are same for both the agencies. In a year, GPSC does the recruitment of 1000-1500 officers on an average while GSSSB execute the selection of approx. 5000-6000 vacancies. The recruitment process was long-lasting and time consuming. So there was a need for a cost-effective, transparent framework that would aid the recruitment process.

Motivating Factors

The traditional recruitment procedures were complex, time consuming and prone to errors. Thus there was a need to build a transparent recruitment process inviting applications for various government jobs. Concerns related to data security and integrity were also required to be managed properly to reduce of legal litigations from applicants.

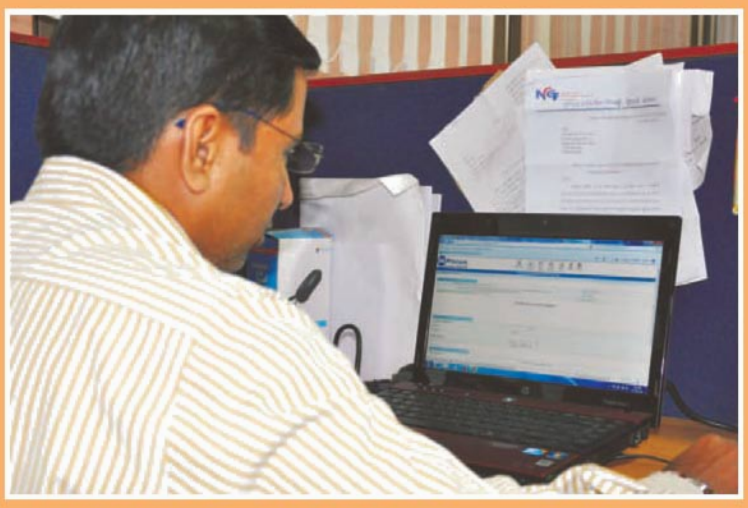
Project Overview

Online Job Application System (OJAS) is an online system developed by the Government of Gujarat to facilitate the recruitment process. Advertisements of various government jobs are announced on http://ojas.guj.nic.in and the recruitment procedure starts in no time of receiving applications. OJAS has helped the agencies speed up recruitments and reduce the complexities. OJAS has also been used for Teachers Eligibility Test (TET) for upper primary teacher's eligibility exam.

The online format allows quick and secure uploading of applicant details. Confirmation of applications, communication of confirmations, call letters for written exams-interviews, changes in venue or time and all such details are communicated via e-mail or SMS saving a lot of time, and paper resource.

Outcome

1. Application forms are available 24x7
2. Simplified forms with no paper work and elimination of sale of application forms
3. Intimation of acceptance of application form, call letter intimation, etc., through SMS.
4. Saves time at each stage and ensures Accuracy and Transparency
5. Filter applications by enforcing Validation Rules.
6. Minimizes management issues like keeping 2-3 lacs of applications with their enclosures, data entry of forms, planning of preparation of exams and results etc.
7. In 2013, a total of 21 departments issued 179 advertisements for which a total of 8.87 lakhs validated applications were received.



e-Procurement

Industries & Mines Department
Operational since 2007

Awards

CSI-Nihilent e-Governance Award 2012
EDGE Award 2010
National Award on e-Governance 2009
Computer Society of India 2007

Background

Procurement is the process through which the buyer and supplier community interact with each other. Transparency and efficiency are the cornerstones of any procurement process. In the traditional procurement system passing and approving a tender involved a stretched time cycle, long queues, tiresome paper work, and leaving very little room for negotiation with suppliers. Over and above the said issues, maintaining transparency was also a big challenge.

An efficient online bidding system was the need of the hour. e-Procurement system was introduced for all the purchase and procurement in all the Government Departments, Nigams and Societies under the administrative control of the State Government.

Motivating Factors

Drawbacks of the physical procurement process generated requirement of a unitary e-Procurement System. The key concerns included

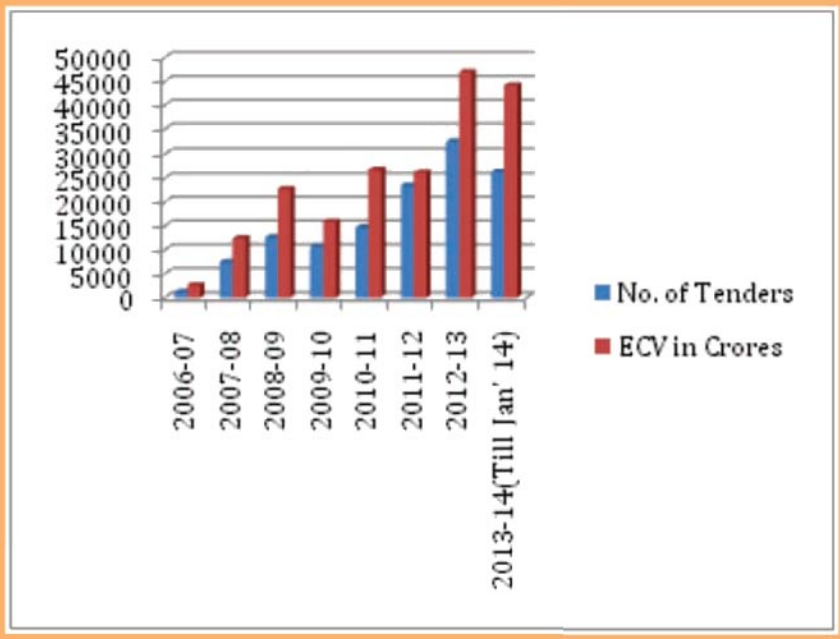
- Discrimination during the issue of Tender schedules.
- Cartel formation, which suppressed competition
- External pressures on departmental officers
- Inordinate delay in tender finalization
- Human interface making the function vulnerable to manipulation and tampering
- Inadequate transparency

Project Overview

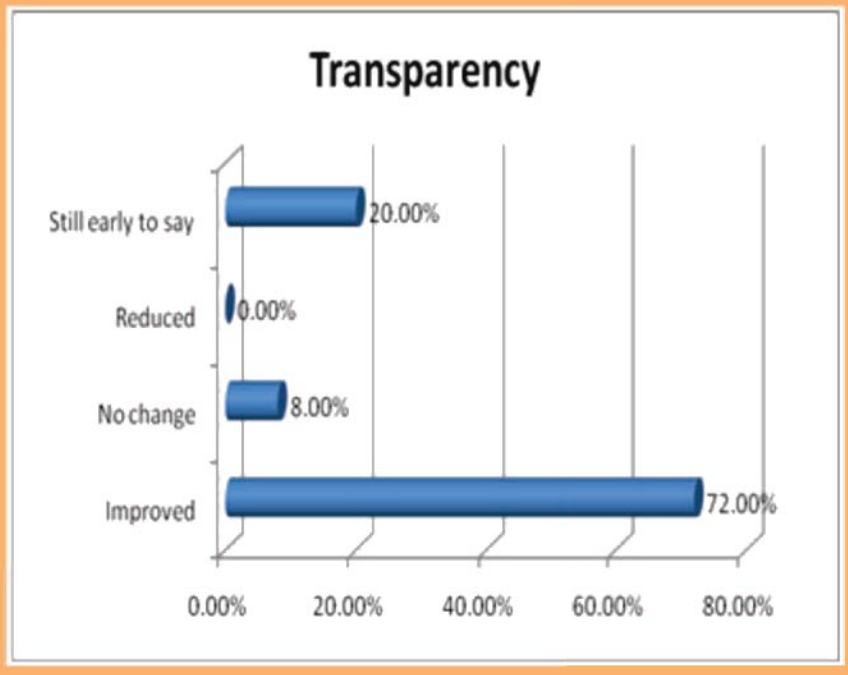
e-Procurement has been designed as a web-based application that cater to all services from Notice Inviting Tender to issuance of LoI.

The main objectives of e-Procurement project are:-

- Making required information available on the Internet to introduce transparency to the maximum possible extent.
- Wider Publicity of Government procurement opportunities thereby resulting in cost savings through higher competition.



Financial Year-wise : Number of Tenders & ECV (In Cr.)



Study Report Gujarat-eProcurement : IIM, Ahmedabad

- Consistent and sustainable contractor development for all government departments in the State
- Provision of open platform for suppliers and hence effective tender processing cycle
- Efficient management of all e-Procurement related activities.

e-Procurement was carried out in a phased manner, starting from few items for limited departments and later made compulsory to multiple items for many departments of the government.

Outcome

1 Time saving in terms of shortening of Procurement Cycle. Average tender processing time through e-Procurement has reduced to approximately 6.6 days from 30 days as in physical process.

2 Qualitative benefits like increased transparency, enhanced trust of suppliers, wider market reach, equal opportunity to all etc.

3 Ease of operation to the implementing department and to the bidders/suppliers/ vendors.

4 Cost savings through enhanced competition and demand aggregation

5 Improved data management, faster & accurate availability of information

6 Number of e-tenders processed since 2007 : More than 1.25 lacs

Jan Seva Kendra (JSK)

Revenue Department
Operational since 2006

Awards

Dataquest e-Gov Champion Award 2008
Stockholm Challenge Award (International) 2008

Background

In order to empower people and guide the growth process globally, it was conceptualized to decentralize government service delivery using E-governance to bring greater transparency and efficiency. Jan Seva Kendra (JSK) is a result of the merger of technology and positive governance. Along with technological conveniences, services at JSK offer a human touch as the operators at the Kendra are well trained in relevant government procedures, software operation, as well as the right attitude to deliver quality customer service.

Motivating Factors

An average citizen lacks the knowledge about which government office to approach for a particular service that he may require, and also which document and information to provide for the same. It was observed that there was lack of clarity amongst the people about the time limit and process-flow related to their applications. Citizen could also face harassment or undue demands from the administration while dealing with the application. And hence there are consequent lapses in administration and reduction in efficiency.

Project Overview

Jan Seva Kendra (JSK) is envisaged as an integrated approach to citizen centric administration which focuses on access to key services through the e-governance infrastructure using ICT. This enables the citizens to access government services, obtain information in a unified and simplified manner and enables government to provide required services across its offices seamlessly. JSK has a barcode-aided tracking system to trace and ensure correct order of processing of applications. Usage of technology in forms like Interactive Voice Response System (IVRS) and online Website allows applicants to check the status of their applications at any time. In addition, SMS are sent to applicants when the processed papers are ready for pick-up.

Outcome

1. Queue free operations, increase in efficiency & convenience, greater transparency, traceability, accountability and better control.
2. Significant time saving for public in availing services offered by government offices
3. Significant time saving for Government offices, as they do not have to meet people directly and receive applications in a completed manner
4. Drastic change in the perception of common man about government offices
5. Notable change in the attitude of government employees due to transparency in system and effective monitoring of work

Integrated Financial Management System (IFMS)

Finance Department
Operational since 2008

Awards
EDGE Award 2010
CSI-Nihilent e-Governance Award 2009

Background

Integrated Financial Management System (IFMS) is at the core of all the ICT initiatives undertaken by the Finance Department. IFMS is integrated with the functions of all the Heads of Departments (HoDs) as well as with other department systems to provide Finance Department an integrated view of the state financial position in a real time manner. IFMS addressed crucial issues of time lag and information asymmetry of the treasury system. By consolidation and aggregation of the state finance data, it effectuated cost-effective and sustainable information dissemination.

Motivating Factors

To overcome the limitations of traditional paper-based system and to have a real time financial position of the State finances for critical decision making, the need of IFMS was felt. Integrating the major functions carried out by Finance Department, Directorate of Accounts and Treasury, Directorate of Pension and Provident Fund, Treasury and Sub Treasury offices spread across Gujarat was the motivating factor for creating IFMS.

Project Overview

IFMS serves as an integrated solution for a consolidated database of the government expenditures and receipts across Gujarat. On-line updation, consolidation and aggregation of accounts through IFMS provides a real time financial position of state finances aiding the decision making process for calculating budget and distribution of grants. The IFMS offered seamless interface with banks, AG Office, tax system as well as faster turn-around-time (TAT) of treasury transactions.

The IFMS has equipped the Government of Gujarat to automate the accounts and treasury functions and immaculate operations. The major components of IFMS include Annual Development Plan (ADP), Budget, Grant, Drawing & Disbursing Office (DDO) Functions, Treasury Function, Pension Function, Employee Information System, Local Fund, DDS & MIS and External Interface.

The IFMS has been implemented in 26 district treasury offices, two pay and account offices (Ahmedabad & Gandhinagar), two Pension payment office (Ahmedabad & Gandhinagar), more than 144 sub treasury offices, centralized directorate of pension and provident fund (DPPF) office, 25 local fund offices, centralized pay verification unit (PVU).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Government of Gujarat
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Tax Schedule
15 Jun 2011, Wednesday
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e-Communication
e-Payments
e-Registration
Related Websites
Commercial Tax Department
Finance Department
Income Tax Department
Know More About
Value Added Tax
TATA
TATA CONSULTANCY SERVICES
Total visits:
e-Payment :
Immediate confirmation of Tax payment. Saves lot of time and efforts.
State Budget
Budget Annual Statement
Budget in Brief
More
Treasury
Pension Rules
More Services
General Information
Sign-In
Login ID
Password
Virtual Keyboard
Login
New User?
Enable Login
Login Assistant

Outcome

1. Real time availability of the State financial position.
2. Comparison of expenditure against budget estimates and grant distributed with graphical representation.
3. Fiscal discipline and improved decision making (opportunities for re-appropriation of funds-linking release with expenditure)
4. Workflow based solution to ease the tracking of the documents.
5. Cross module validation and verification.
6. Entry only at source reducing time & effort and increase in accuracy.
7. Layer security control and services covering identification, authentication, authorization and audit.
8. Effective and improved services to citizens through cyber treasury for e-payment.
9. IFMS has enabled State to prepare paperless budget.

e

“The beauty of e-governance is that a few keystrokes can bring smiles on a million faces.”

Narendra Modi
Chief Minister, Gujarat

DEPARTMENT - LEVEL INITIATIVES

Targeted Public Distribution System (TPDS)

Food, Civil Supply & Consumer Affairs Department
Operational since 2010

Awards

National Award on e-Governance 2014
CSI-Nihilent e-Governance Award 2012

Background

Targeted Public Distribution System (TPDS) is an instrument of public policy to provide food security to the poor and vulnerable sections of the society from both price shocks and supply shortages. Gujarat has undertaken computerization of PDS with the objective of developing a system that ensures delivery of subsidized commodities to the rightful beneficiaries by plugging the loopholes in the traditional Public Distribution System.

Motivating Factors

Before this initiative, PDS operations used to suffer from diversions and leakages which mainly arose due to bogus or duplicate ration cards, non-transparent administration and unethical practices in its implementation. Deficiencies in the PDS governance structure namely; Ineffective identity management; Lack of beneficiary empowerment; weak vigilance and near absence of accountability resulted in huge losses to the Government exchequer.

Since the Government spends crores of rupees every year for PDS, there was an urgent need to improve delivery efficiency.

Project Overview

Gujarat has devised its own model of PDS Computerization through Process Re-engineering to use technology in the administration of PDS to minimize official discretion while enhancing beneficiary participation and transparency across the PDS supply chain. Basic strategy of this Model has been to focus upon beneficiary identification and transaction capturing at the Fair Price Shop (FPS) level.

The State Government evolved a newly designed Application Form to collect family/individual related data from existing ration cardholders including present identities such as EPIC no., Driving License no., LPG Connection no., BPL no., etc. Cardholders' identity details were verified against all the available databases of EPIC, BPL, LPG/PNG, Electricity connection along with information on land, house, motor vehicle and cattle ownership, etc. to the extent possible. Local officials took up physical verification of cardholder's family for the cases where data mismatches were observed. Thereafter, photo and bio-metric data (fingerprints) of at least one adult member of the cardholder's family were captured at FPS / Village Panchayat locations. This ensured that only the rightful beneficiaries were issued new bar coded ration cards.

Outcome

1 All Beneficiaries having valid bar coded ration card get the right quantity of food grains at right time.

2 Freedom of choice - citizens can choose between

   a. Food coupon and cash coupon

   b. Choice of FPS.

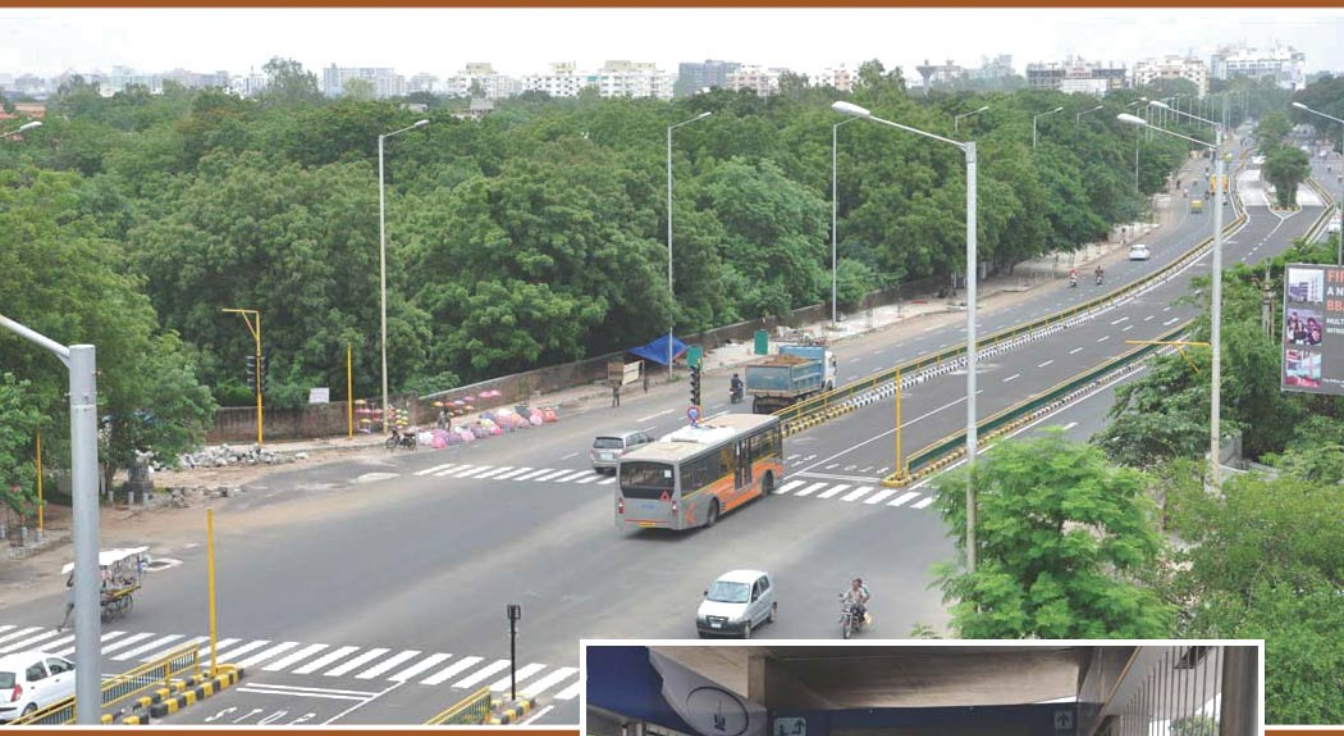
3 Beneficiary empowerment has facilitated them to access their entitlement in a timely manner.

4 Reduction of cardholders from 1.25 crores to 1.09 crores by discarding 14 lakh bogus ration cards.

5 Reduced leakages in the distribution system. Overall distribution efficiency of essential commodities has gone up by about 10%.

6 Internal Government efficiency has been increased due to decision support system through MIS made available on the officer's desktop.

7 Increased transparency through online portal giving details of 16,000+ FPS dealers, 6000+ SKO, FPS-wise list of more than 1.10 Cr ration card holders, monthly entitlement of essential commodities, authorized quantum of essential commodities to each FPS dealer/ SKO Retailer/ Hawker each month and provision to submit grievance/complaint online.



Integrated Transit Management System (ITMS)

Ahmedabad Janmarg Ltd (AJL) and Ahmedabad Municipal Corporation
Operational since 2010

Background

An Integrated Transit Management System was developed to cover every aspect of the operations of Bus Rapid Transit System(BRTS). Currently AJL runs 114 buses with 111 bus stations at an average frequency of 145 seconds during peak hours. The BRTS network connects important locations and transit points like railway stations, regional bus terminals, university areas, industrial areas, residential and commercial hubs of the city and public places.

Motivating Factors

Before the advent of BRTS, commuters in Ahmedabad were faced with many challenges in urban transport system like unreliability and inefficiencies. Similarly the management was not provided with the real time data needed for quick decision making. This led to implementation of ITMS, which is the backbone of the entire operations of BRTS. ITMS includes off board ticketing, smart card integration, passenger information system, GPS based bus tracking and a state of the art Control Centre.

Project Overview

Efficient use of ITMS provided high quality; reliable and rapid bus based mass transit system that is first of its kind in India. Comprehensive planning of the usage and type of technology has ensured the system is successful in providing rapid mobility to the people of Ahmedabad. A control center equipped with IT infrastructure has been made operational to closely control and monitor Janmarg operations (Bus & Traffic).

Outcome

1. Automated vehicle tracking system provides real time tracking of all buses in operation facilitating improved operations, monitoring vehicle speed, timely breakdown assistance, etc.
2. System wide impact include relief from congestion, improved safety, maximization of ridership.
3. Improvement in travel speed – 24 Kmph vs 16-18 Kmph of conventional transit system.
4. Increased reliability of service i.e. Bus arrivals - 83% on time and 4% before time.
5. Passenger Information System (PIS) and mobile based application keep the citizen updated with relevant information on bus schedules, routes and stops, estimated time of bus arrival, etc.

GIS School Mapping - Ensuring Access to Elementary Education

Gujarat Council of Elementary Education, Sarva Shiksha Abhiyan
Operational since 2010

Awards

National Award on e-Governance 2014

Background

GIS School Mapping as an initiative by Sarva Shiksha Abhiyan (SSA) aims at identifying the unserved areas in terms of elementary education using Geo-Informatics System. This system integrates Geo-Spatial database with Departmental School Data. It has more than 40,493 schools locations, Cluster Resource Centre (CRC), Block Resource Centres (BRC) and Cluster Boundary in GIS environment.

Motivating Factors

Before the use of GIS, the school mapping was limited to Taluka Level. It was done manually and had many limitations with the information provided, data was scattered and separate and could not be used for further planning and implementation

Project Overview

The initiative covers all districts of the State of Gujarat for school-wise mapping, as per distances mentioned in the Gujarat Right to Education (RTE), Act. The project uses GIS mapping, through Google Earth, to identify ideal location for schools (primary schools within 1 km and upper-primary school within 3 kms of every residential location) across all districts. The project maps the locations of existing 40,000 odd schools. Further around 29 new schools have been identified to be built as per planned distances according to GIS.

Outcome

1 Ensuring access and quality in primary education.

2 Monitoring progress under Right To Education Act, 2009.

3 Visualization/Identification of requirement, Micro level Planning, Decision Support System.

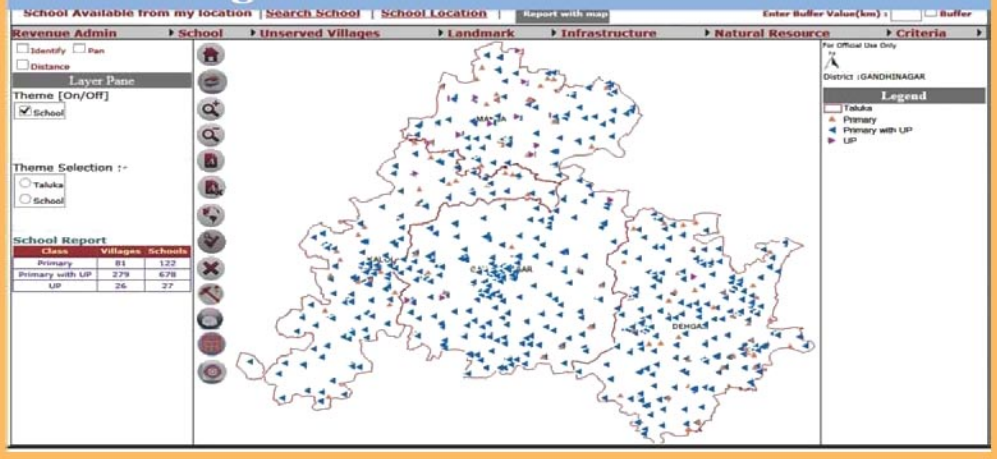
4 Participatory & Transparent Governance.

5 Saving of time, cost and efforts.

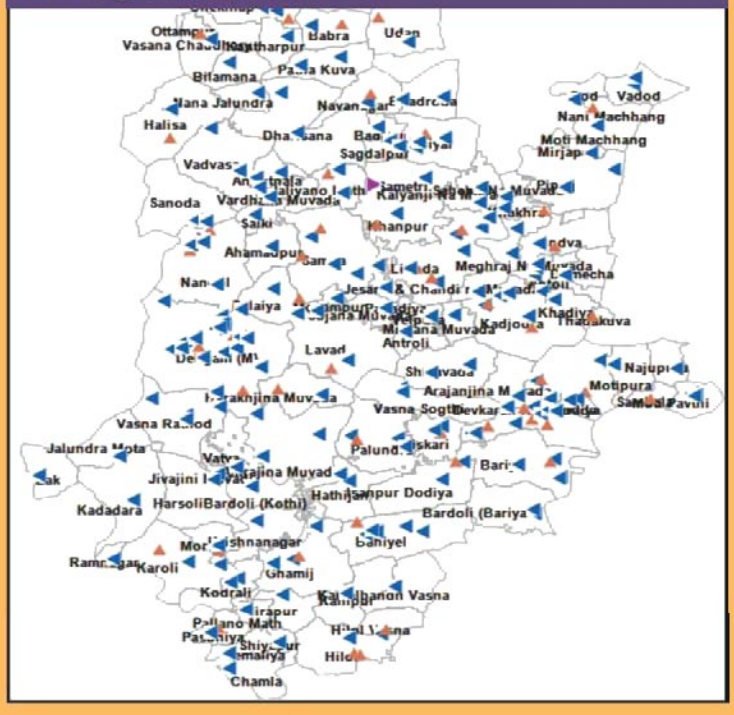
6 Use of available resources: Satellite image, Centralized GIS database of Gujarat state(1:5000 scale).

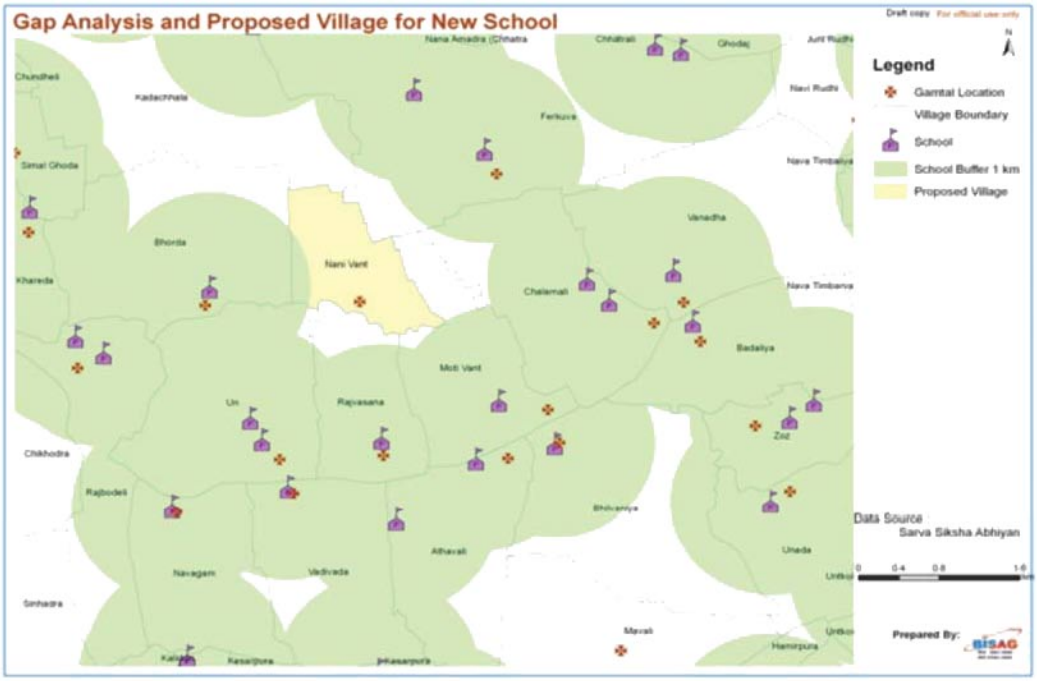
7 In-house development of software.

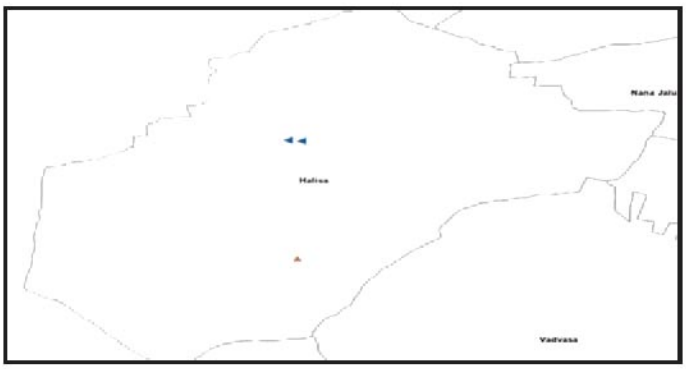
District Level Map of Gandhinagar



Taluka Level Map of Dehgam block







Village Level Map of Halisa Village

Value Added Tax Information System (VATIS)

Commercial Tax Department
Operational since 2006

Awards

CSI-Nihilent e-Governance Award 2012
EDGE Award 2010
National Award on e-Governance 2008
Computer Society of India 2007

Background

To optimize value added tax revenues and modernize the tax administration system, an automated application was needed that could offer effective tax administration by saving efforts and resources.

Motivating Factors

To build an efficient, economical & transparent tax administration system by keeping a tab on the compliance of legal provisions by taxpayers.

The software offered an automated routine to the Department of Taxation and Finance. Moreover, it also aided the process of identifying potential taxpayers for widening tax nets.

Project Overview

VATIS takes account of all the minute details related to taxation. It is a flexible system that allows changes as and when required. Implementation of VATIS is one of most significant e-governance initiatives taken by the Government of Gujarat that has modernized the tax administration system. This framework has led to substantial savings by reducing direct and indirect expenses of the government.

VATIS has enabled the VAT administration to be more informed and controlled. The system has streamlined the VAT implementation process of filing VAT returns, scrutiny and assessment. Digitization of data has immensely helped the administration to have an in-depth analysis of information. This has in turn facilitated better decision support for strategizing the tax administration processes.

Outcome

1. Government - Cost effectiveness, Efficient Tax administration, Revenue projection, Information on policy & tax revisions & Transparency in operations
2. Tax Department-- Widening tax net, Controlling tax evasion, Higher compliance level, Integrated view across taxes
3. Citizen - Reduction of touch points, Location independence, 24x7 availability, Data reliability & Quick remittance of refund

e - Krishi Kiran

Agriculture Department
Operational since 2004

Awards

eMaharashtra Award 2013
National Award on e-Governance 2009

Background

With the evolution of Indian Agricultural Science, enormous amount of techniques and technologies were available, which could be used by farmers as technological interventions suitable to specific farming conditions.

In 2006, e-Krishi Kiran, a web based information system, was implemented in Gujarat to promote scientific agriculture technologies by enabling the farmers to get required specific information through use of Information Technology.

Motivating Factors

There was a need to transfer innovative technologies to farmers, to facilitate improvement of quality and productivity of agriculture produce. But transfer of these technologies involved training of extension personnel and their direct contact with the farmers. Also reaching to individual farmer was a tedious and time consuming task.

Project Overview

The e-krishi kiran program is a first of its kind information initiative in India, pioneered and initiated for the benefit of farmers at the grass-root level. An e-agricultural extension technology was also introduced in the 'e - Krishi Kiran' programme for promoting scientifically sound agriculture with technology that would be utilized to generate and provide fertilizer recommendations on the basis of soil analysis and nutrient requirements of the crop for each field.

- Providing information as specifically as possible at farmer / village / taluka level by scientists in various modules.
- Direct advice to individual farmer - a new approach in extension.
- Direct access of Agricultural Scientists at village level to bridge gap between actual and potential production

Outcome

1. Facilitates effective decision-making regarding what to produce, when to produce and how to produce.
2. Bridges the distances between Scientists, extentionists and farmers and input - output dealers.
3. Direct access to agricultural scientists at village level
4. Promoting optimum fertilizer use and fertilizer-use-efficiency through soil test method by analysing soil of every farmer's field.
5. Increase in income of farmers.

Extended Green Node (XGN)

Gujarat Pollution Control Board
Operational since 2008

Award

CSI-Nihilent e-Governance Award 2013
National Award on e-Governance 2010
CSI-Nihilent e-Governance Award 2010

Background

Gujarat Pollution Control Board is engaged in environmental conservation with an objective to prevent and control pollution through effective implementation of Pollution Control Board Acts, Rules & Notifications which cover Air, Water, Hazardous & Bio Medical Waste and Plastics. GPCB performs compliance monitoring of industrial activities having high pollution potential such as chemical, pharmaceutical, fertilizer and iron & steel industries.

The core of XGN lies in providing hassle free, 24X7 anywhere e-access to businesses through a unique ID to perform various GPCB related activities like applying online, application tracking, filing returns and statements prescribed under the acts/rules, obtaining online permission and other communications from GPCB as well as facilitating reuse/recycle of waste.

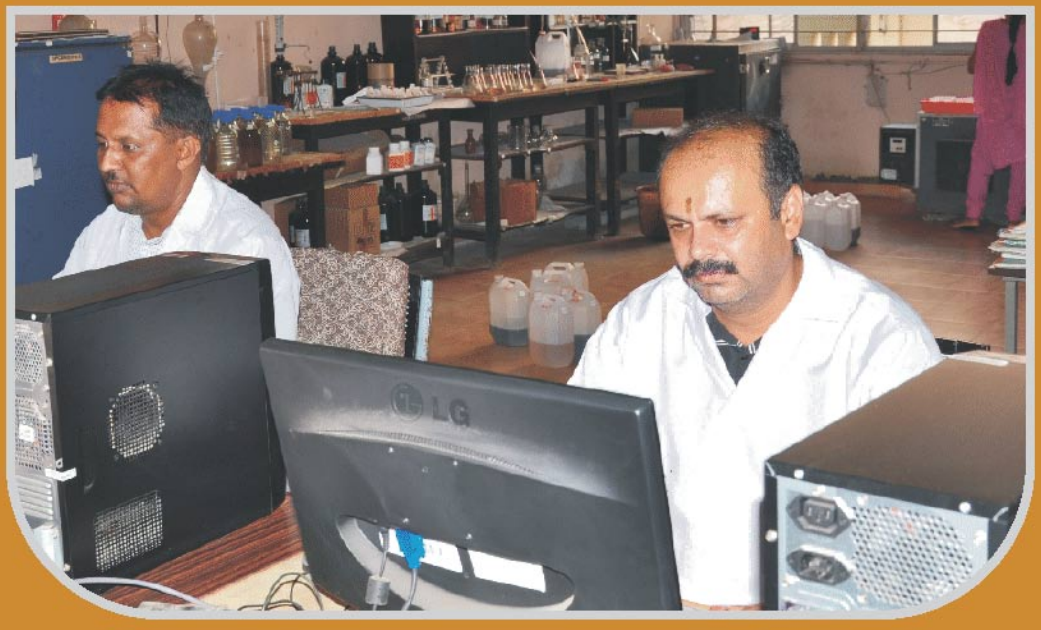
Motivating Factors

Before, the Board was managing its monitoring activities manually which was exhaustive for the technical staff of the Board. A technologically upgraded application was needed to unify and monitor all the efforts towards the implementation of Pollution control acts, rules & notifications which would relieve the technical staff from the exhaustive paper work and tracking of Industrial monitoring.

Project Overview

XGN has been developed by NIC for State Pollution Control Boards. It has helped in effective monitoring of hazardous bio-medical waste generation, treatment and its eventual disposal and issue of pollution control certificates. It has facilitated day-to-day operations at Regional Offices, Districts Headquarters and Laboratories. The objectives of the XGN project were

- Standardization & Speedy disposal of NOC-CCA.
- Transparent e-movement from Field Offices to Head Office.
- Monitoring of Technical Parameters related to Air/Water/Hard Pollution.
- Monitoring Previous Inspection & Sample History for reviews.
- Widening the base of industries registered with GPCB.
- Monitoring of Ground Water/Surface Water/Ambient Air, Central Pollution Control Board (CPCB) Sampling Points Projects GEMS, MINAR, AAQM, etc.
- Timely Alerts for Renewals/Expiry of CCAs & Payment Dues.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- Effective Online Interaction between GPCB Staff and Industries through e-TALK.
- Isolation of Sample Collection from Parameter Testing and Result Reflection.
- A generalized Public Complaints Redressal System.

Outcome

1 Successful implementation of XGN has considerably reduced dependency on consultants for end users apart from reduced time periods of application processes.

2 Transparent, expeditious and sound decision making as well as instantaneous communication with businesses.

3 Platform for waste exchange - facilitating use of waste as fuel and/or raw material.

4 85% of online applications are disposed off, within 41 days against the mandatory prescribed period of 120 days.

5 Unwanted clutter of physical documentation of records and files has decreased.

6 Correspondence thru e-Talk has resulted in instant reflection to Industries & equally fast responses, further leading to speedy disposal of Inward Applications.

7 Restriction & Alerts at various stages of Inputs by Industries has resulted in timely payments which have helped in recovering outstanding dues.

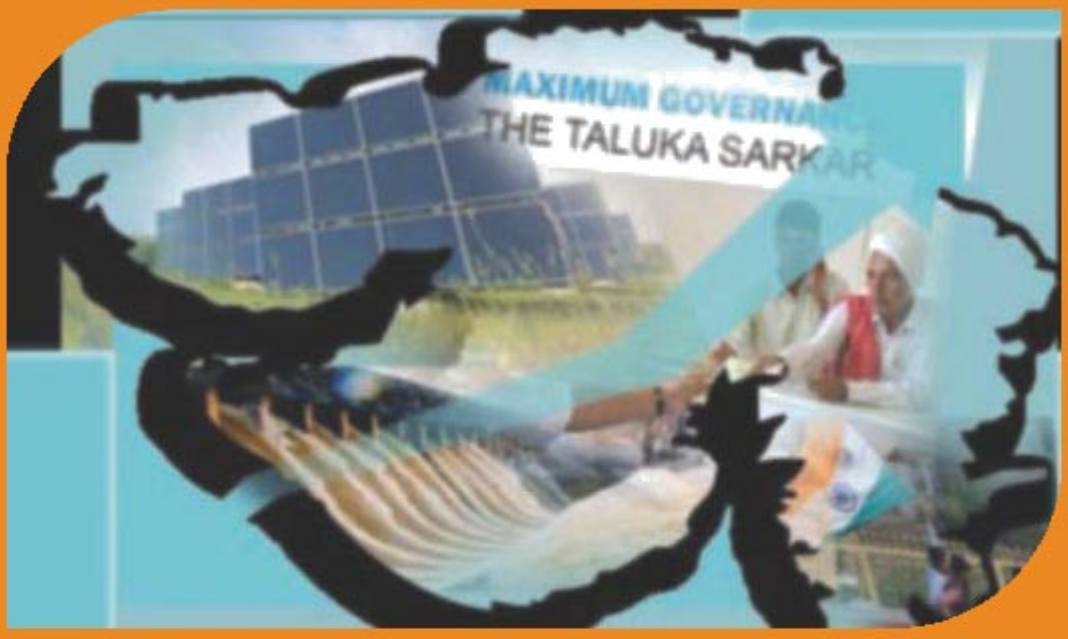
8 Effective & Speedy follow-up of online public complaints has led to immediate reflection to appropriate GPCB levels and action taken.

9 Pulling of files by various heads from lower level after expiry of stipulated days, ultimately leading to faster disposal and negligible pendency.

10 Information regarding the expiry of the CTE/CCA is available instantly thereby improving the scheduling of the monitoring programme.

11 Displaying of relevant inward data combined with the history of inspections/samples, etc. has helped in speedier decision making by Unit Heads, R.O Heads & TLM.

12 After successful implementation in Gujarat, XGN model has been replicated in Himachal Pradesh, Uttaranchal and Goa.



Integrated Online Junction on Net for Decentralized District Planning (iOjN)

General Administration Department (Planning)
Operational since 2008

Background

The concept of inclusive socio-economic growth would be practically successful only if the local governance structures are empowered and improved. The development, planning, monitoring and evaluation of Developmental Projects need to involve the Panchayat Raj Institutions and Urban Local Bodies. An 'Integrated District Plan' in a decentralized manner could act as an important link to accelerate the indices of growth.

Motivating Factors

The primary reason for iOjN was effective implementation of decentralized district planning program by effective monitoring of Developmental Project with optimum people participation. This application facilitates scrutiny & monitoring of Developmental Projects by the citizens as details of all the important parameters of projects within their vicinity are available online in local language for the purpose of social audit.

Project Overview

iOjN has proved to be an essential supplement to the governmental objective of bringing more transparency and accountability in its operations. Making the administrative procedure 'less paper', the iOjN has centralized governmental database of Developmental Project with enhanced security.

Decentralized District Planning Programme has been introduced to bridge the gap in infrastructure and human development in sectors like health, education, roads, community development, minor irrigation, electrification, water supply etc. More than 20,000 developmental projects of 400+ crore are being carried out every year under Decentralized District Planning Programme.

Outcome

1 All concerned officers including district-taluka level officials & sub-taluka level functionaries including PRIs & elected representatives along with citizens have access to the important parameters of Developmental Projects sanctioned under Decentralised District Planning Schemes & MPLAD Programme.

Integrated Online Junction on Net for Decentralized District Planning

(iOjN)

2 Projects are being sanctioned for villages which were not adequately covered.

3 There is shift in emphasis and focus towards work as per needs and ground level realities.

4 Administrative order wise summary reports and constituency or taluka wise grant allocation report with greater accuracy in generation of reports.

5 Reduction in number of LAQs, Shift in type of questions (micro to macro) and time taken to reply.

6 Facilitates social audit which leads to transparency & qualitative improvement.

7 Assembly Constituency wise number of works and amount for administrative sanction given.

8 Reduction in administration expenditure towards manpower, printing, photocopying, etc.

9 Timely completion of works as well as utilization of budget allocation.

10 Preparation of Asset Register at village level.

11 Convergence in both state level and national level programs.

Hospital Management & Information System (HMIS)

Health and Family Welfare Department
Operational since 2006

Award

EDGE Award 2010
National Award on e-Governance 2009
Skoch Challanger Award 2008
Computer Society of India 2007

Background

Government hospitals were once considered the best. However, this perception had changed in the past few years. With a view to rebuild trust and confidence, a unified system was considered necessary for proper administration, monitoring and control of general hospitals in the state. HMIS was developed to monitor and supervise the general hospitals in Gujarat by providing decision support indicators, and assist doctors, medical staff in improving healthcare services. Operations were streamlined and the provision of efficient, quality health services through IT application was facilitated.

Motivating Factors

Streamlining healthcare operations and increasing efficiency in Government Hospitals and offering effective administration and control of the healthcare services offered in the entire State was the core objective behind HMIS. It also aimed at proactive monitoring of quality health service indicators and establishment of a state-level, integrated and holistic view of resource utilization in healthcare.

Project Overview

The HMIS is a computerized medical information system for efficient patient care and hospital management. Aimed at administrating, monitoring and controlling the functioning of general hospitals, the HMIS also supervises pre-defined health indicators and employs embedded exception reporting to enable decision making by the hospital management, top management & administrators for policy and strategic decisions.

It assists doctors by providing patient Electronic Medical Record (EMR) for ready reference. Besides this, the system also provides workflow-enabled, less paper processes and parameterized alarms and triggers with on-going patient treatment cycle. The HMIS has a MIS comprising of status update reporting across hospitals and offers ICD10 and MCCD codification support.

Outcome

1 Assistance to doctors and medical staff with ready availability of patient Electronic Medical Record (EMR) for reference across the State.

2 Stores the computerized financial, administrative and patient care activities of hospitals and creates data integration between different hospital functions. These state-level statistics for healthcare policy that are generated, help in effective hospital administration.

3 Creates centralized repository and MIS comprising of status update reporting across hospitals to present a holistic view of health services in the State at commissionerate level to enable decision making by the hospital management, top management & administrators for policy and strategic decisions.

4 Provides workflow-enabled, less paper processes to create an efficient and effortless system.

5 Parameterized alarms and triggers with on-going patient treatment cycle for status monitoring of patients.

6 Provides value addition to the functionalities with live learning and integration with hi-tech equipments at hospitals.

7 HMIS has been integrated with GIS based census to monitor diseases, epidemics, utilization of health centers, etc.

8 Provides system for SMS alert services for the staff.

9 The system utilizes bar code for hospital items and patient identification thus enabling efficient utilization, monitoring and reporting.

e-Mamta

Health and Family Welfare Department
Operational since 2010

Award

National Award on e-Governance 2012
eWorld Forum Award 2011

Background

To reduce the Infant Mortality Rate (IMR) and Maternal Mortality Ratio (MMR) are the most important health challenges in India. Tracking of pregnant mothers and children has been recognized as a priority for providing effective healthcare services to this group.

The Health and Family Welfare Department of the Government of Gujarat has introduced a mother & child name based tracking information management system called "e-Mamta". This kind of system has been conceptualized and developed by Gujarat first time and has been adopted for replication in all the other states.

Motivating Factors

- The traditional reporting system left a serious gap in complete and effective healthcare service delivery. The total time required for a complete report to reach the state centre from the sub centre used to take a minimum of 25-30 days.
- Real time information that could trace each and every person in the state to ensure complete health care delivery was not available.
- No attention was given to individuals being left out of health care service delivery.
- High IMR/ MMR.
- Lack of individual based reporting.
- Improving Service Delivery of Mother and Child health services.

Project Overview

The system aims at registering individual pregnant mothers and children of the age upto 6 years and adolescents along with their full details to ensure complete service delivery of ante natal care (ANC), child birth, post natal care (PNC), immunization, nutrition and adolescent services and to track the left outs of these services. It also provides a management tool to the service providers at the grass root level to determine the potential recipients of the services along with their details, through comprehensive work plans. Finally, the services are aggregated to generate reports that are reliable and valid.

Outcome

1. Increase in institutional deliveries and lowered MMR and IMR - The percentage of home deliveries has reduced from 10.6% in 2009-10 to 4.9% in 2012-13; at the same time, the institutional deliveries have gone up from 89.4% to 95.1% in the same time period. The IMR per 1000 live births was 44 in 2009-2010, and has come down to 38 in 2012-13, showing a downwards trend.
2. Largely intra governmental, e-Mamta improves on the accuracy of information thus enabling information based public health planning.
3. Improved service uptake: Short message service alerts for their due services seals the gap of service uptake by the public.
4. Improved service providence: Work plans generated on the accurate name based data assists the grass root level worker in comprehensive service delivery.
5. Effective Planning & Implementation: Instantaneous deployment of personnel based upon unmet needs leads to a more effective use of existing workforce and rapid correction of any service shortcoming
6. Minimization of Cost and Time for Service Delivery
7. Increased efficiency of outputs/processes and effectiveness of outcomes.
8. Customized SMS for each beneficiary is a new paradigm in IEC in the healthcare sector.
9. Universal coverage of immunization, Reduction in anemia and malnutrition
10. Improved inventory management and financial management of the health programmes.
11. In 2013 itself, 9.6 lakh pregnant women and 8 lakh children were registered and provided health care services.

Mukhyamantri Amrutam (MA) Yojana

Health & Family Welfare Department
Operational since 2012

Background

Healthcare services are one of the most fundamental requirements of a society, but they remain largely beyond the reach of the masses due to sheer affordability factors. A large number of households are pushed into poverty as a result of the expenditure incurred on healthcare. The situation is worsened in the case of BPL (Below Poverty Line) families. To address this vulnerability faced by the BPL population, the Government had decided to launch a medical care scheme - Mukhyamantri Amrutum (MA) - which will provide free treatment and cover medical care targeted at the BPL population.

Motivating Factors

- Lack of access to quality medical services for the BPL families
- High cost of medical services making it out of reach of the poor
- Pre-payment of surgery charges led to BPL families avoiding timely treatments
- Exploitation of poor by private hospitals due to lack of information on medical charges.

Project Overview

The objective of the scheme is to improve access of BPL families to quality medical and surgical care for the treatment of identified diseases involving hospitalization, surgeries and therapies through an empanelled network of health care providers. The surgeries covered are 1. Cardiovascular Surgeries, 2. Neurosurgeries, 3. Burns, 4. Poly Trauma, 5. Cancer (Malignancies), 6. Renal (Kidney) and 7. Neo-natal (newborn) diseases

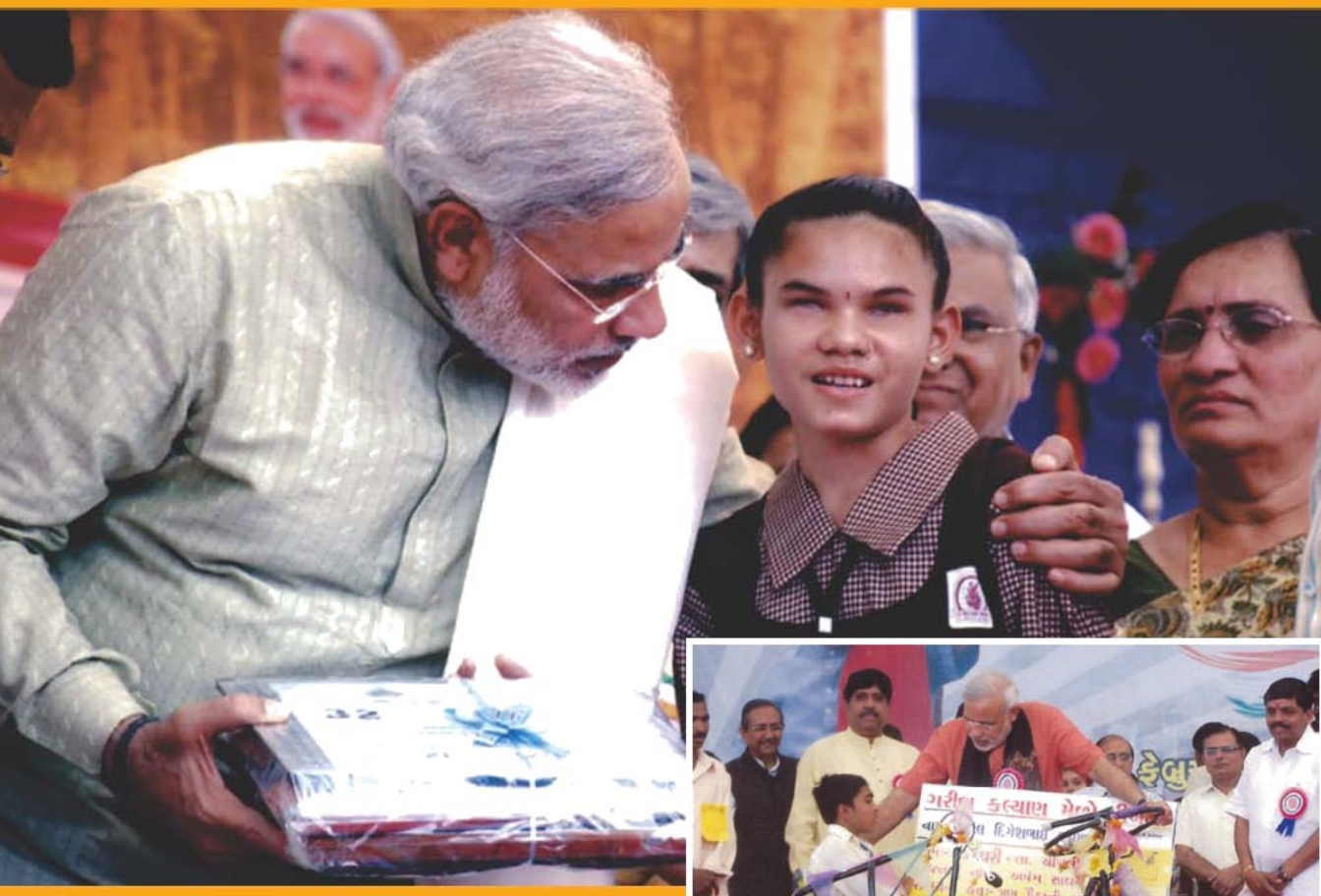
The scheme provides BPL families opportunity to avail quality medical and surgical care for treatment of identified diseases involving hospitalization, surgeries and therapies through an empanelled network of health care providers. The scheme meets expenses of hospitalization and surgical procedures of the beneficiary members up to Rs. 2 lakhs per family of five members per year. The benefit on family will be on floater basis i.e. the total reimbursement of Rs. 2 lakh can be availed individually or collectively by members of the family. Further, the scheme also includes a provision for transport allowance that will amount to Rs. 300 per visit subjected to an annual ceiling of Rs.3000. The transport allowance is also part of the total coverage of Rs. 2 lakhs per family.


રજીસ્ટ્રેશન
કાઉન્ટર


પૂછપરછ

Outcome

- Empowering the beneficiary - MA Yojana provides the participating BPL beneficiary with freedom of choice between public and private hospitals
- Information Technology (IT) Intensive: Biometric technology, web based platform for all transactions, Quick Response (QR) Card Technology, PKI enabled transactions at Hospitals
- Portability - The key feature of MA is that a beneficiary who has been enrolled in a particular Taluka (Block) will be able to use his/her MA Card in any MA empanelled hospital across Gujarat.
- Safe and foolproof - The use of biometric and PKI enabled transactions makes this scheme safe and foolproof.
- Cashless and paperless transaction - A beneficiary of MA gets cashless benefit in any of the empanelled hospitals. He/she only needs to carry his/her MA Card and provide verification through his/her fingerprint.



Ability Gujarat

Health & Family Welfare Department
Operational since 2012

Award
CSI-Nihilent e-Governance Award 2013

Background

Person with Disability (PwD) are one of the most marginalized segment of society when it comes to service delivery. Earlier, the Department of SJ&ED and Health & Family Welfare, Gujarat was not having a system of comprehensive database on total number of PwDs identified and issued disability certificate in the State. This e-Governance initiative of the department of Health & Family Welfare, Gujarat application aims at registering all disabled people of Gujarat and creating a centralized data repository at the State Level which in turn will streamline the process of disability assessment and certification and enable persons with disability to exercise their rights and avail entitlements.

Motivating Factors

The motivating factors for Ability Gujarat project were creation, regular updation of a comprehensive databank of PwD's in Gujarat, Promotion and prevention of disability to ensure equal opportunities, protection of rights, full participation of PwD's.

Project Overview

Ability Gujarat is an online web based application developed for data collection of Person with Disability (PwD) and to issue computer generated Disability Certificate up to PHC level. PwD can get themselves registered on their own, or through NGO/Government on the online portal www.ability.gujarat.gov.in. Strategic objective is to prepare a comprehensive registry of PwD's on a central data server for use by departments to extend benefits & entitlements under various government schemes. Project has brought about a positive change in PwD certification and assessment process due to the centralized repository of PwD's , thereby making it easy to organize camps and achieve targeted results. Further the application has facility of auto assessment of disability which helps the doctor to arrive at a decision quickly and also reduces the chances of duplication and fraud.

Outcome

1. Ease in application process for PwD certification as person can register online and certificate retrieval can be done from any location
2. Real time Information availability regarding Persons with Disabilities at State level
3. Digital certificates issued to PwD's using online Portal and available for download
4. Exhaustive MIS and Reports like certificates issued, services rendered to beneficiaries are available as per requirement at State and District level.

Xtended Licensing & Laboratory Node

Health & Family Welfare Department

Operational since 2007

Award

National Award on e-Governance 2013

e-India 2013

eMaharashtra Award 2013

Background

Food & Drug Control Administration (FDCA) department is an authority responsible for issuing sales licenses to retailers / wholesalers / distributors / stockists / C&F agents dealing with pharma and related products. FDCA is also mandated to monitor the quality of drugs being manufactured in Gujarat or coming from other states. Hence, timely recall of sub-standard / spurious drugs, after proper laboratory testing, is also an important function of FDCA

A web based software 'XLN - Xtended licensing & laboratory node' covering functions related to issuance of licenses, enforcement, laboratory management, monitoring of stock availability of whole blood & its components with blood banks has been implemented.

Motivating Factors

The motivating factors which led to identification of a solution were:

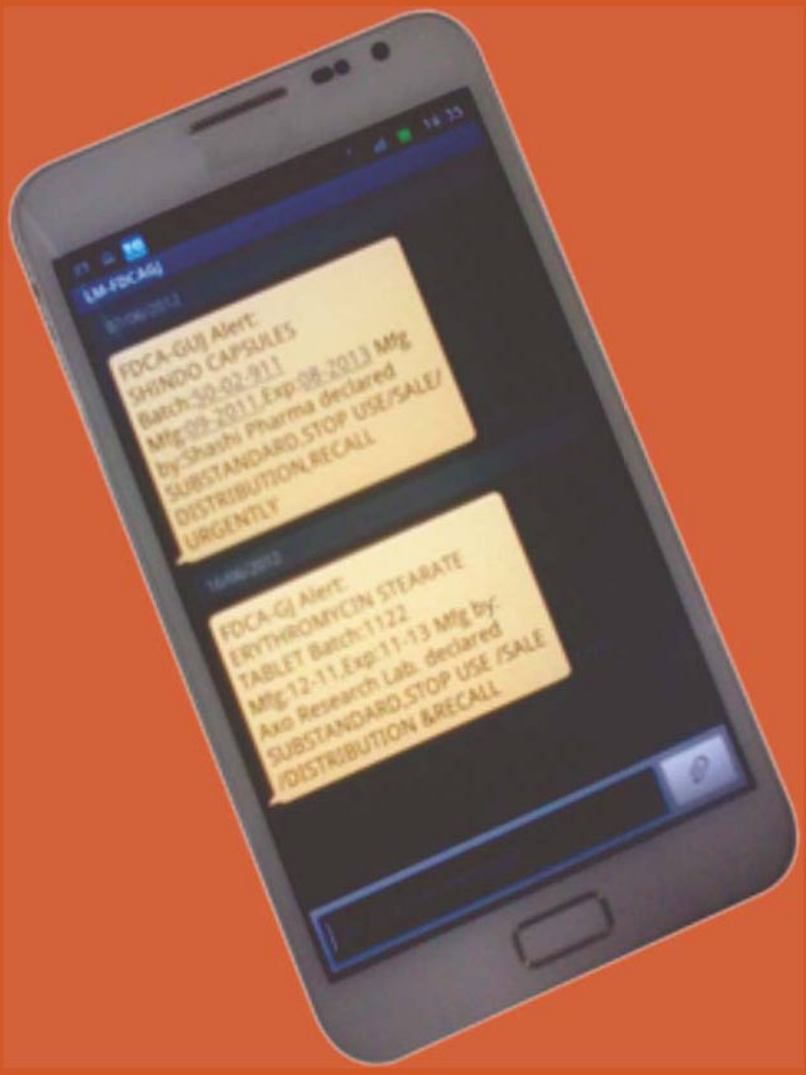
1. Cumbersome and time-consuming processes involved in seeking approvals/licenses from department.
2. Lack of information on the process and procedures to be followed
3. No control on the quality of drugs being manufactured and distributed in market for sale.

Project Overview

XLN has been developed by FDCA keeping the following objectives in view.

- To improve efficiency of issuance of sales licenses
- To ensure quick & effective recall of substandard or spurious medicines through mass message (SMS) and make the 'Not of Standard Quality (NSQ)' information about drugs and formulations available in public domain.
- To make sure that drugs are sold to common man under supervision of a pharmacist - by restricting him to one medical store only at a particular point of time - by controlling multiple enrolments of pharmacists.
- To keep the details of 27000+ pharmacies in public domain, so that citizens can get information about location of nearest medical stores, 24 hour medical stores etc.

SMS Alert – Effective Recall of NSQ drugs



- Speeding the entire cycle of drug testing, from drawing of a sample to declaration of final result
- To inter-link the FDCA, Central Medical Stores Corporation, The Pharmacy Council and the Drugs Laboratory for an efficient and effective co-ordination

Outcome

Transparency, traceability, simplicity, effectiveness, speed, accuracy & accountability in various functions related to G2G, G2C & G2B.

1 Deliverance of licenses within the specific time frame through the FIFO logic.

2 Preventing multiple enrolments of pharmacists working in more than one shop.

3 Reduction in time taken to expedite various applications & increase in numbers of samples drawn, tested & raids conducted

4 Any drug sample of particular batch is declared sub-standard it is published in public domain. Bulk SMS are sent to all retailers, wholesalers & licensing authorities of other states also.

5 Speedier interaction with the manufacturer resulting in to immediate recall.

6 Citizen gets to know the nearest Blood Bank to get Blood or to make a Blood donation or the list of probable donors in his area.

The successful implementation of XLN by FDCA, Gujarat received acclamation and during 2010 to 2014, it has been replicated in eight other States like Maharashtra, Kerala, Karnataka, Andhra Pradesh, Goa, Chhattisgarh, West Bengal & Himachal Pradesh.

Drugs (Allopathic) Manufacturing Licenses & Certificate

Health Department
Operational since 2009

Background

To bring multilevel operational transparency in healthcare services of the government, a system was required that would automate the existing manual processes. In order to fulfil the aforementioned objective, the Drugs (Allopathic) Manufacturing License Allocation (DMLC) project was conceptualized.

Motivating Factors

To provide a cohesive platform for Government and Drug manufacturers for accurate management and supervision of government healthcare services

Project Overview

Drugs (Allopathic) Manufacturing License Allocation (DMLC) is an ICT solution for Food & Drugs Control Administration (FDCA), Health Department. As part of the implementation, two web portals DMLA & iDMLA have been developed. DMLA is a portal for FDCA and iDMLA portal assists the Drugs manufacturers in registration and maintaining their profile.

Outcome

1. Decentralization of activities related to Licenses and Certificates
2. Increased efficiency by eliminating redundant data entry
3. Online monitoring and management of services offered thereby increasing transparency
4. DMLC project has enhanced the operational efficiency, reduced service delivery time, and increased the level of accuracy and transparency in government health care services

Drug Logistics Information and Management System (DLIMS)

Health and Family Welfare Department
Operational since 2007

Award

CSI-Nihilent e-Governance Award 2012
National Award on e-Governance 2009

Background

DOS based application was in use for the entire procurement process starting from tender processing to placing purchase orders and for stock monitoring and drug distribution. This process was both inefficient and prone to errors. As an extension, a system was required for the healthcare services that would integrate data in a single database for accurate management and supervision of the procurement, storage and distribution of drugs as well as medical equipment's.

Motivating Factors

The challenge was to provide a cohesive DLIMS network up to the grass-root level of primary and sub-centre levels. Through DLIMS, intra stock monitoring at DDOs level became convenient through integrated software that could maintain a single database for countless volumes of data. Application gives CMSO a platform to upgrade the existing software.

Project Overview

DLIMS is an online web-based application integrating various inter-related activities of the central medical stores organization. This system enhances the operational efficiency of the healthcare services provided at Primary Health Centre and Sub-Centre levels. Automated services have drastically reduced the time delay bringing it down to zero.

The system increased the level of accuracy and transparency and provided procurement related guidance to the 500 DDOs across Gujarat. Through DLIMS drugs get distributed to medical colleges, district and taluka hospitals, community health centres and municipal corporations.

Outcome

1. Decentralization of all activities that has aided in efficient and effective execution of the requirements of regional depots.
2. Reduces duplication in data entry and offers increased transparency.
3. Benefits suppliers as they can see online status of various activities.
4. Generation of logistics reports for optimum distribution of medicines to DDOs has led to reduction in transportation expense.
5. Timely alerts regarding any surplus supplies to DDOs at the cost of other DDOs in the same districts comes in handy for the top level management.
6. Instant reflection of Sub-standard Drug to actual receivers at district & taluka health centres has led to their instant-speedier recall.
7. Discontinuation of distribution of R.C. booklets.

Beti Vadhao

Health and Family Welfare Department
Operation since 2013

Award
CSI-Nihilent e-Governance 2013

Background

The sex ratio of a given population is a strong indicator to ascertain social health. Gujarat registered an increase in sex ratio at birth by 6 points between 2010 and 2011 SRS. As a part of concerted efforts, the State of Gujarat has developed a comprehensive web portal named "http://www.betivadhaao.gujarat.gov.in", to intensify effective monitoring and implementation of the PC and PNDT Act.

Motivating Factors

The primary goal of this initiative is to achieve the goal of healthy sex ratio and healthy social environment with safety for women. It was required to locate wrong doers and book them under the PC and PNDT Act and to reduce incidences of sex selective elimination of a girl child to improve sex ratio at birth (SRB).

Project Overview

The objective of this web portal is to enable implementing authority to be well informed through online submission of Form F. It enables

- Hassle free filing of online Form F
- Real time reflection of Form F detail summary to appropriate authorities.
- Planning, monitoring and implementation of PC and PNDT Act through web based application.
- Use of analytical application in identifying suspected clinics / hospitals indulging in illegal activities like sex selection and sex determination under the aegis of "Save the Girl Child"Campaign.
- Centralised directory of registered sonography units, directory of contact details of administrative authorities.
- Monitors cross-border violations of the Act.

By permitting recording and preserving of data on central servers, by facilitating on demand analysis, and by helping administrators identify culprits through various cross sectional analysis, the beneficiaries of this initiatives include the Health and Family welfare department of the Government of Gujarat, the doctors from Sonography centres and the Society.

Outcome

1 Smooth and simple filing of online Form F.

2 Real time reflection of Form F and its detailed summary to appropriate authorities.

3 Planning, monitoring and implementation of PC and PNDT Act through web based application.

4 Use of application for identifying suspected clinics/ hospitals to save the girl child.

5 Centralised directory of registered sonography units.

6 Creates defined auto generated reports which help different appropriate authorities in policy decision.

7 The number of on-line Form -F recorded through the initiative during 2012-13 [April - March] was 25,247 and the transactions recorded during 2013-14 [April to August] was 378,624.

e-Court: Information and Communication Technology in Gujarat Judiciary

Hon'ble High Court of Gujarat
Operational since 1999

Award

National Award on e-Governance 2010
CSI-Nihilent e-Governance Award 2009

Background

There have been several cases pending in the Indian Legal System for over two decades. Various attempts to prevent delay in justice like fast track courts and evening courts were made but a fast, reliable and transparent judicial process was the need of the hour.

Comprehensive Case Information System (CCIS) is used for streamlining day-to-day functions of the High Court and Lower Courts. The introduction of Information and Communication Technology (ICT) in the judiciary assisted reduction of the huge backlog of cases and provided transparency of information to the litigants.

Motivating Factors

The core reason behind developing e-Court was to rejuvenate the legal and judicial system in Gujarat through effective use of ICT. It was also aimed to assist in streamlining routine operations at various levels. The automation of the judiciary would provide easily accessible centralized databases and increase transparency and accountability of judicial system. It would build a national grid of key judicial information available 24x7 in a reliable and secure manner. Paperless courts were envisaged whose benefits would be seen at the grass-root level.

Project Overview

An ICT based solution was designed and implemented by NIC to streamline the day-to-day functions of the High Court and Lower Courts. It handled the entire lifecycle of a case from inquiry, entry of interim order / judgment and issue of process. Model e-Court was run to check the efficiency of the project and assess benefits of automated court processes.

e-Court boosted the efficiency and productivity of judicial administrative staff through auto-generation and online transmission of reports. It provides an integrated system across the state which helps in standardizing legal practices and procedures. One of the most used features of e-court is the e-Library of Statute Laws & Case Laws. It provides easy, centralized & cost-effective access to legal and judicial database to lawyers, judges and other concerned stakeholders. Moreover, e-Court has increased transparency and accountability of the judiciary by providing online and real time, case information and status to the litigants.


CERTIFIED COPY (ACCOUNTS)


INQUIRY COUNTER (STATUS)

Outcome

1. Providing disposed case status information to litigants / advocates.
2. Providing copy of the order / judgment to the general public immediately after it is signed by the concerned judge.
3. Providing list of cases filed by the advocates over a particular period.
4. Passbook facility for the advocates indicating their deposits and withdrawals due to printing of cause lists, orders, filing lists, etc.
5. Providing advocate wise cause list to all the registered advocates.

eGujCop (Home Department Integrated IT Solution)

Home Department
Operational since 2007

Background

An overpowering law enforcement system with a dynamic, world-class police organization model becomes indispensable in today's highly sophisticated ways of crime. It should have Information Technological (IT) enabled solutions that would assist the law enforcing agencies as well as the judicial system.

Motivating Factors

Building a centralized repository of all criminal activities and organised criminal gangs that would ensure community safety through efficient crime control mechanisms.

Project Overview

The Home Department Integrated IT Solution (eGujCop) has standardized common inter-departmental processes, which aids decision support and analysis, in turn increases transparency and accountability with better monitoring and control.

Case tracking has become easier with electronic database, providing information of crime or criminals through quick searches and structured navigations.

Outcome

1 A first-of-its-kind in Indian Homeland Security Arena, eGujCop integrates all HoDs under Home Department.

2 The system obviates the need for citizens and corporates to visit the Department's offices.

3 Its single integrated uniform system provides much needed efficiency and managerial control.

4 The eGujCop offers innovative solutions with integrated approach using state-of-the-art technologies such as face recognition, fingerprint readers, RFID devices, and barcode readers.

5 Inter-departmental integration and data exchange is possible with the Crime and Criminal Tracking Network Systems (CCTNS) and Unique Identification Authority of India (UID).

5 This system has also enabled an automated Human Resource Management System (HRMS) simplifying employee management for the administration.

Dial 100 Project

Home Department
Operational since - 2011

Background

Government of Gujarat under the Modernization of Police Force scheme has carried out Computerization of its Police Control Rooms through the Dial 100 Project. The project involved Control room automation, Adoption of Geographical Information System (GIS), Automatic Vehicle Locator (AVL), Computer Technology Interface (CTI), CCTV Monitoring of Control room functions, SMS Gateway Communicator, Integration with Emergency Services.

Motivating Factors

The motivating factors for Dial 100 Project were to implement an effective ICT based solution for management of Police Control room for quick response at incident site, reduce human intervention between Police Control Room and Emergency Health Management Services, availability of reliable spatial inputs, computer aided telephony and Single touch point for incident reporting

Project Overview

Dial -100 ICT solution was proposed for modernization of the Police Control room functions in order to bring in efficiency in overall functional ecosystem. The transformation was brought with an objective to ensure most efficient response on real time data through user friendly graphics interface. Project objective was to modernize Police Control Room (PCR) functions in the Commisionerate and Superintendent offices of Police Department. Prominent solutions implemented under the project include Computer Aided Dispatch, Use of GIS for policing, Automatic Vehicle Locator, Computer Telephony Interface, Video Surveillance and Biometrics system for control room operation activities, Wireless Conversation recorded, Integration with 108 Call Centre, Integration with SMS Gateway Communicator. The project was implemented under the supervision and administrative control of Director General Office for overall implementation, procurement and commissioning of the solution.


LICE

Outcome

1. System helps in providing split second response to assist call takers, telecommunicators, dispatchers, and system administrators.
2. System provides innovative support tools for PCR like Automatic routing of incidents, Automatic case number generation, auto-messaging, Display and tracking of vehicle, Monitoring EMS posts, Management of pursuits progress, Dynamically updated features such as closed roads, traffic problems, and other route variables, Graphical digital maps, point address database.
3. Dial 100 is integrated with Mission Mode Crisis Management System, Record Management System, Court Management System, Fire Management System, CCTV Surveillance System with Analytics, eGujCop, 108 Emergency Response Service.
4. Management Information System (MIS) provides administrators and supervisors a way to analyze and improve functional responsibilities with the help of comparison reports and graphs, quality control of each control room from state control room.

Mineral Administration and e-Governance Using ICT (MAGIC)

Commissionerate of Geology & Mining (CGM)
Operational since 2009

Award

National Award on e-Governance 2013
e-India 2011
CSI-Nihilent e-Governance Award 2011

Background

Mineral resource development is one of the most important yardsticks to measure a state's overall economic development. With more than 64% of the total area falling under the category of probable mineral area, the need to devise an IT enabled system was very prominent.

The Commissionerate of Geology & Mining, has developed and implemented 'Mineral Administration and Governance through ICT (MAGIC)' application with a goal to achieve a 'Zero Visit Office'.

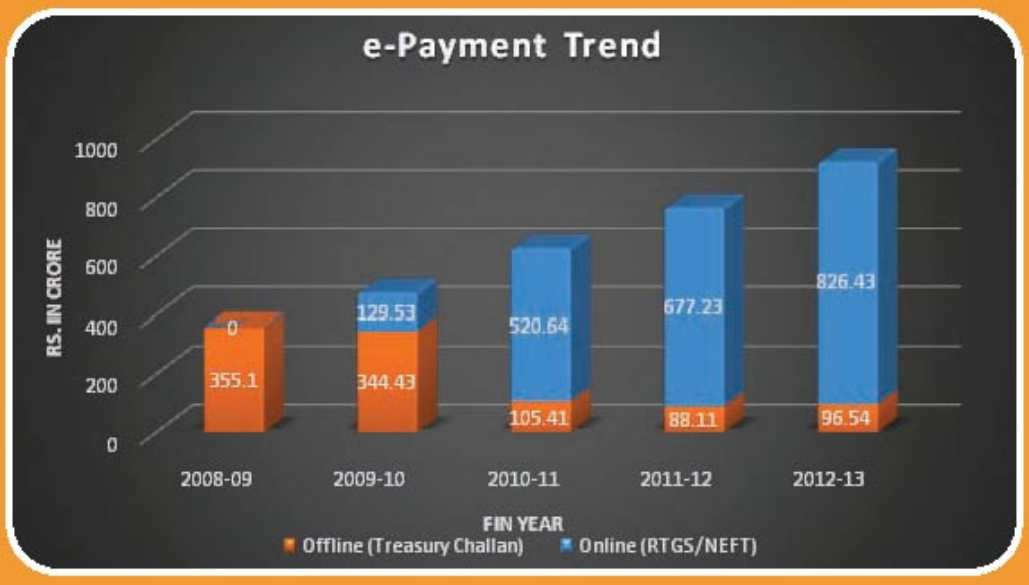
Motivating Factors

Inspite of the scales involved, the entire administration system was getting managed via the conventional method, meaning humongous paperwork. Moreover, the speed of administration tends to slow down the government machinery and the effect would trickle down the impact on the investment climate as well the end users of mineral industry products.

Project Overview

In a time when the government machinery has often come under criticism for policy roadblocks and government red tape, CGM led from the front in using ICT to establish an integrated solution to manage the entire mineral administration procedure in a transparent and cost-effective manner.

The primary objective was to reduce human intervention at various levels by putting in place an automated service delivery mechanism to improve transparency and reduce turnaround time. Moreover, it would also reduce the burden of manual work on the department to a bare minimum allowing it to focus more on developmental activities than on daily routine tasks.


e-Payment Trend
RS. IN CRORE
1000
800
600
400
200
0
0
355.1
129.53
344.43
520.64
105.41
677.23
88.11
826.43
96.54
2008-09
2009-10
2010-11
2011-12
2012-13
FIN YEAR
Offline (Treasury Challan)
Online (RTGS/NEFT)


e-Royalty Pass (In Lacs)
140.00
120.00
100.00
80.00
60.00
40.00
20.00
0.00
2010-11
2011-12
2012-13
e-Royalty Pass (In Lacs)

Outcome

1. Improved transparency with close to zero contact with the department, there was very little scope for collaborated malpractice in mining activities.
2. All applications were made online and the receipts for the same were available online.
3. Any difference in claimed weight of mined minerals and actual weight was detected and reduced immediately.
4. Scope for errors reduced significantly with procedure digitization.
5. Turnaround time has reduced significantly for Royalty pass generation, payment, filing of return, mineral stock application and reconciliation procedure for excess royalty deduction.
6. Considering that on an average the district office is around 100 miles from the mining site, lease holders were able to do away with regular commuting costs for good. Since all facilities were available online, a "visit free" system was set up.
7. The only costs incurred by lease holders were for IT Infrastructure.
8. A significant reduction in operating expenses was an attraction for small time contractors.

Investor Support System

Industrial Extension Bureau, Industries & Mines Department
Operational since 2011

Award

National Award on e-Governance 2014

Background

Investor Support System (ISS) software facilitate industry investors identify suitable locations for setting-up an industry saving time and cost in a scientific way. Moreover, it also helps the Government remove regional disparities. The software comprises of 80 + layers which covers the entire Gujarat state on the scale of 1:5000 (up to cadastral/survey level).

Motivating Factors

Identifying and locating industry areas besides the earmarked locations was a stumbling block faced by investors. To facilitate faster clearances and save time and efforts of the investors, there was a need for the government for balanced development and providing equal opportunities in the remotest areas across the state.

Key roadblocks encountered were -

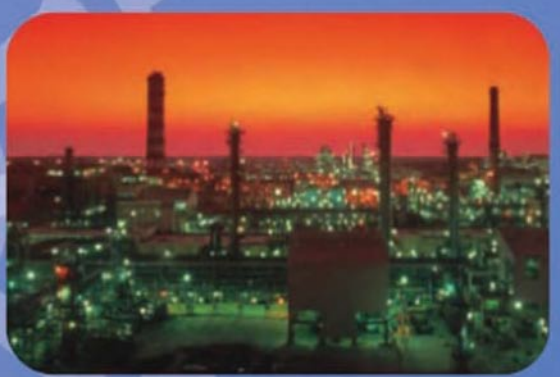
- Potential investors had to seek permission from various organizations
- Multiple clearances related to use of land to be availed
- Allotment of government Land for industrial purpose was not seamless
- Haphazard development of industries was occurring
- Availability of critical infrastructure for industrial development was cause of concern

Project Overview

ISS is purely a decision support system. It is helpful to the Government in making decisions for optimum use of land resources for integrated balances of industrial development in the state of Gujarat. It is particularly helpful to the investors by helping them identify suitable industrial location for their projects by using GIS technology. The software aims to put to use the government waste land which is otherwise unproductive and unusable.

With the help of the ISS software, Government has identified Mandai Becharaji Special Investment region which was selected keeping in view the subsequent development in the vicinity of Ahmedabad city and thus enables to sustain development of the district. Moreover it will also help in offloading the industrial load of Santalpur Industrial Region and Viramgarm Industrial Region

It has also equipped the State to bring major auto players like Maruti Suzuki India Pvt. Ltd and Hero Motor Corp to set up their units in Gujarat.



Outcome

1. Increased Transparency - Government has earmarked 80 suitable sites for industry setup and made it available for investors at the time of submitting applications.
2. Reduced the time and cost to locate the land available for investment.
3. Investor convenience and ease - More than 250 Mega Investors have benefitted .
4. Faster processing of applications as pre-requisite for Land Identification.
5. Accessible only to authenticated and authorized user to his/her desktop.

Investor Facilitation Portal (IFP)

Industries & Mines Department
Operational since 2010

Background

Gujarat has emerged as the 'Manchester of the East', being one of the most preferred investment destinations in India. There was a need to create a single window mechanism for investors all around the globe.

An exclusive investment portal that would not only impart information of industrial policies, industrial parks and focus sectors but also improve the investment climate in the State. Government of Gujarat decided to implement a portal that would be specifically dedicated to investment also facilitate investments in the 5th Vibrant Gujarat Summit.

Motivating Factors

Creation of a single window for two-way interaction between investors and government departments served as the main motivating factor for IFP.

Project Overview

The Investor Facilitation Portal serves as a repository of investment information on government policies, schemes to investors. The most vital element of IFP is that it extends accountability, traceability and transparency to the system as well as departments.

The portal enables online submission of various clearances required for industry set up. The portal also provides manuals for investors to understand application processes for proposed investments. It facilitated various stakeholder departments to process and approve online applications. Investors are offered sector-wise guidance as well as services like regular alerts through mail.

IFP allows sector-wise Management Information Systems and Decision Support Systems (MIS/DSS) to senior government officials and tracking online status applications.


Investor
Facilitation Portal
Government of Gujarat
Home
Investment Enquiry
General Information
Events
Focus Sectors
Related Govt. Organization
MoU
Investment Intention Form
List of Nodal Officers
How do I?
About Us
News & updates
Feedback
Contact us
"Gujarat - The Global Business Hub"
Gujarat: The Investor's Choice
The Government of Gujarat is committed to promote socio-economic and industrial development. Gujarat has emerged as India's most preferred destination for investments as per the latest figures of Department of Industrial Policy and Promotion (DIPP), Government of India...
More...
Sign in
Username
Password
Sign in
New Investor ?
Forgot Password?
Click here to download JRE
Message from Chief Minister
"Gujarat, with its all inclusive, sustainable and rapid growth, is emerging as a globally preferred place to live in and to do business."

Outcome

The key benefits of the Investor Facilitation Portal are -

1. Centralized system to facilitate investors to prepare and submit investment application.
2. Less paper centralized system to monitor investment applications.
3. Single window for interaction between Investors and Government departments.
4. Round the Clock availability across the Globe.
5. Simplify application-filing process for investors to make it friendly, time saving and efficient.
6. Increase ownership in departments by virtue of file tracking.
7. System in place to check status of investment application by State authorities and individual investors.
8. Kiosks to provide handholding and support to investor fraternity at all district locations in the State.
9. Application software accessible from a computer/laptop.

eMPOWER (Electronic Manpower)

Labor and Employment Department
Operational since 2012

Background

Information Technology has become a significant driving force for human society in our journey towards development and progress. To further facilitate the reach of IT in a systematic manner, the eMPOWER (Electronic Manpower) program was undertaken with the objective that youth in every Taluka of the State will be provided with basic knowledge of Computer and IT.

Motivating Factors

The motivating factor for eMPOWER project was that the skill of Information Technology and its benefits, should reach the underprivileged so that they can be brought at par with global standards. With this objective, a holistic training mission was initiated on a larger platform known as 'eMPOWER' to train the youth in the field of IT.

Project Overview

Under the eMPOWER program, about 1000 youngsters in every taluka were given primary training in Computer and Information Technology for their betterment and advancement in employment world. The training is provided to youth, workers, school dropouts, housewives, informal women workers, etc. of Scheduled Caste, Scheduled Tribe, socially and educationally backward classes, people below poverty line, physically handicapped people and ex-servicemen. Comprehensive and flexible training program was designed considering the need of trainees and industry requirements. Under this scheme, initially short term courses like Basic Computer Course and Information Technology Bridge Course were given. Examination, assessment and certification of the trained candidates are conducted by Gujarat Council of Vocational Training (GCVT). Additionally it has been proposed to include advanced IT courses in domains like IT Infrastructure, Application Development, Database Management, Internet Security & Administration

Outcome

1. Significant skill up gradation in ICT technologies among youth of the state and overall value addition in the lives of the target group
2. Promotion of self-employment and entrepreneurship among youth of the state
3. Rehabilitation of dropouts and improvement in employability for the youth of the State to meet increasing demand for trained and certified workforce for local and regional industries
4. Introduction of eMPOWER has led to emergence of a new form of training culture among rural folks
5. Empowerment through ICT has facilitated development of skilled local workforce for SMEs and Industries.

Automatic Driving Test Track

Commissionerate of Transport
Operational since 2012

Award
CSI-Nihilent e-Governance 2013

Background

The objective of this project is to check the driving skills of an applicant for issuance of driving license and to ensure transparency while issuing driving licenses at all Regional Transport Offices (RTO) of Gujarat.

Motivating Factors

The manual test had a limitation of RTO inspector to be present during the test. This requirement restricted the number of test that could be taken in a day. There was also opportunity available for malpractices. To overcome these limitations and challenges the project was conceptualised.

Project Overview

The track has electronic sensors which work on automated electronic system to provide on the spot grading of a driver's skill and knowledge. All movements of the vehicle driven by an applicant on the track are recorded for post-verification and preservation of records.

RTO has a portal which provides facility to citizens for taking prior appointment online. Citizens can book time slot from morning 0900 hrs to 1800 hrs on any given date. This has decreased manual queuing system and has considerably reduced waiting time for the citizens. The test can be taken within 15-20 minutes and the results are given instantaneously upon completion of the test. With the completely automated system 40 two-wheeler tests and 24 four-wheeler tests can be taken in an hour.

The project has been designed and implemented on PPP model in which the cost of civil construction and land was given upfront by the Government. The agency is paid on per test basis whereas the fee collected goes to the exchequer.

Outcome

1 Advance Appointment System: It has decreased manual queuing system. The waiting time has been reduced considerably and applicants can take the test within 15 to 20 minutes

2 Automated Tests: The automated tests have eliminated impersonation as the system takes photograph of applicant mid-way during the test

3 Automated test has eliminated scope of malpractices.

Computerization of Inspector General of Registration (IGR)

Revenue Department
Operational since 2007

Background

The Superintendent of Stamp & Inspector General of Registration office provides valuable service to the public at large. The Sub Registrar offices register documents by levying and collecting stamp duty at market value and charging registration fee for services rendered in the document registration process. Overall, it was a complex manual process considering the volume of work and available staff. It was decided to completely automate the process at all sub registrar offices on the principal of Public Private Participation.

Motivating Factors

To provide the Superintendent of Stamp & Inspector General of Registration with a secured automated system to support its primary work as well as the back office transactions.

Project Overview

Superintendent of Stamp & Inspector General of Registration is an important part of Revenue Department and renders services like Registration of Deeds, Revenue Collections, Valuation of Properties, Preservation of Documents. The IGR runs on an Application Software named Registration of Documents (ReD) developed with the help of NIC.

Outcome

1 Certified copy of the registered documents returned to citizens within 30 minutes.

2 Auto mutation of entries for agriculture property.

3 Transparency in valuation of properties and tampering with revenue records considerably minimized.

4 Finger print authentication for important processes and decision points .

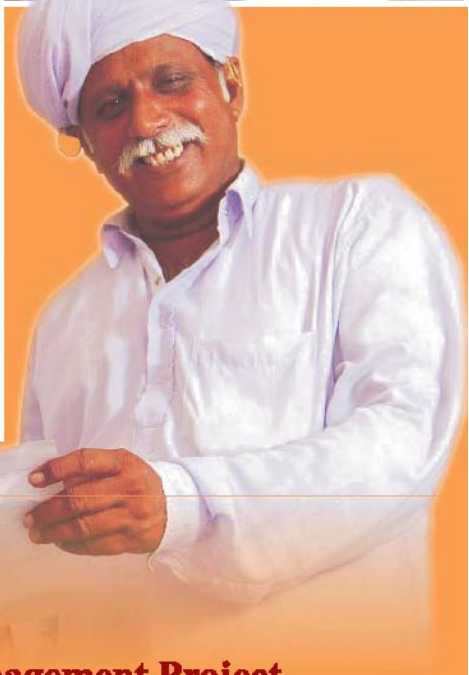
5 Increase in government revenue and reduction in litigations.

6 Issuance of ROR from e-Gram and e-Jamin Kendras.

7 SMS intimation at different stages during mutation.

8 Auto mutation for agriculture land is available which increases the transparency.

9 Total no. of document registered is 9.4 lakhs of which auto mutation of 82,000 was carried out in 2013.



e-Jamin - Integrated Land Records Management Project

Revenue Department
Operational since 2011

Award
CSI-Nihilent e-Governance Award 2011

Background

To increase transparency between all land and registration transactions, a new software system was introduced through which all respective processes were automated. All land and registration records were converted to centralized format and brought to central servers at State Data Center (SDC). Administratively, Land records and registration offices were integrated in Mamlatdar office (Taluka) and opened approximately 75+ new sub registrar offices. In addition, E-Stamping counters were established in each taluka mamlatdar office.

Motivating Factors

To implement a robust system for seamless delivery of stamping, valuation and registration services for the citizens in an efficient, transparent and accountable manner.

Project Overview

e-Jamin was started as a pilot project in August 2010 using Centralized Web Based Server Application Software developed with help of NIC. The project provides the citizens all services related to Stamping, Pre-Valuation of Properties, Registration of Documents and Mutation of Entries for sale deed of agriculture land by integrating processes of Sub Registrar office and Mamlatdar office. Gujarat is the first state to launch and provide this facility in the country.

Outcome

1. Auto mutation of entries for agriculture property for increased transparency
2. Issuance of ROR from e-Gram and e-Jamin Kendras
3. Finger Print authentication for important processes and decision points
4. SMS intimation at different stages during mutation
5. Registered Document returned to the public within 30-minitues
6. Auto mutation for Agriculture Land is available which increases the transparency. Total no. of Document Registered is 9.4 lakhs of which Auto Mutation of 82,000 was carried out in 2013

Revenue Case Management System

Revenue Department
Operational since 2009

Background

Ownership of Land has always been a sensitive issue and large numbers of cases are under hearing in the courts of Sub Divisional Magistrate (SDM) and the Prant Mamlatdar. The number of cases filed is lot more than that of cases disposed. An efficient system that could not only ensure faster disposal of cases but also provide priority to older cases was necessary.

The State Government has developed the Revenue Case Management System (RCMS) which has facilitated computerized management of cases like RRT revision, appeal, breach of condition, etc. The system makes available the copy of the judgment/order passed by the appropriate authority online and replaces the traditional system of posting them to the applicants or concerned parties. Citizens are able to view and download the status of their appeal/cases and also download the judgement passed.

Motivating Factors

To develop a system that would bring about transparency in hearings for land appeals in the court of Collector, Sub Divisional Magistrate (SDM) and Mamlatdar. Such a system would also make the judgments of these cases public and replace the traditional system of posting them to the applicants or concerned parties.

Project Overview

Under this system, the revenue cases filed in the court of District Magistrate & Collector are processed and monitored. Letters to respective SDMs are generated letter for field level enquiries and a copy to applicants, wherever required. The software also generates monthly lists of pending cases to the SDMs. Applicants or lawyers can get online status of cases and download copies of judgments. It also enables the collectors, SDMs or Mamlatdars to view hearing boards for respective dates.

Citizens are also able to access the system and get the desired reports in soft/hard form via visiting the nearest e-Gram or ATVT centres.

Outcome

1 Increased transparency through availability of case judgement and other cases related details in public domain.

2 Increased efficiency by eliminating redundant data entry.

3 Reduced the time taken in conveying the judgement/order passed by the authority to all the parties by providing online access to the citizens on intranet and internet.

Effective Seismological Monitoring Through e-Governance to Save Lives and Damage due to Earthquakes

Institute of Seismological Research, Department of Science & Technology
Operational since 2009

Award

National Award on e-Governance 2014

Background

A dense network of 60 VSAT- connected seismic stations (densest in any state) with auto-location facility provides earthquake information within minutes and the precise information provided by this network has helped in assigning long-term hazard assessment along different geological faults in Gujarat. Though earthquake prediction is not yet possible, long-term forecasting, SMA, e-mail and website helps public aware of the dangers and removes unnecessary fear and panic after every small shock. Buildings in Gujarat are now being designed as per the suggestions of seismic factor for different areas that helps in saving lives and damage to properties. Not to mention, the online maps will help in rescue operations.

Motivating Factors

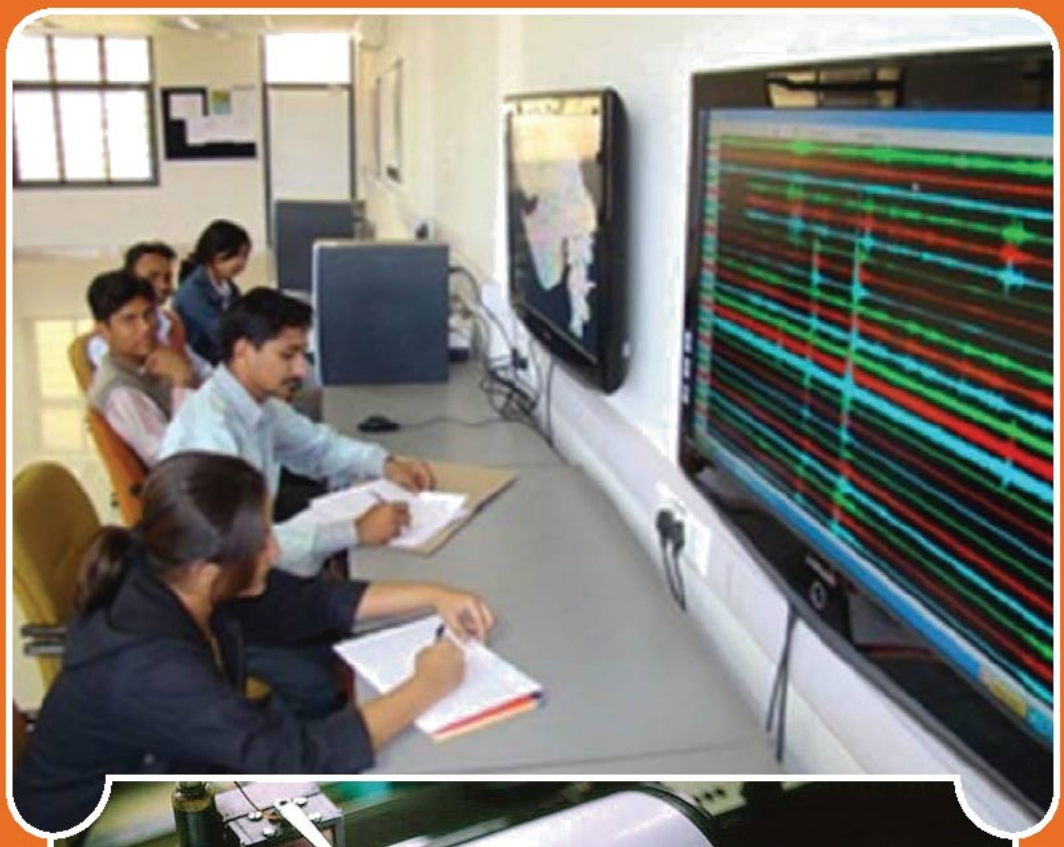
The Bhuj earthquake of January 26, 2001 having magnitude 7.7 was an eye opener not only to the scientific and management community but also for the common man at large as there was large scale destruction not only in Kachchh but also in other parts of the Gujarat state 250 km away from the epicentre.

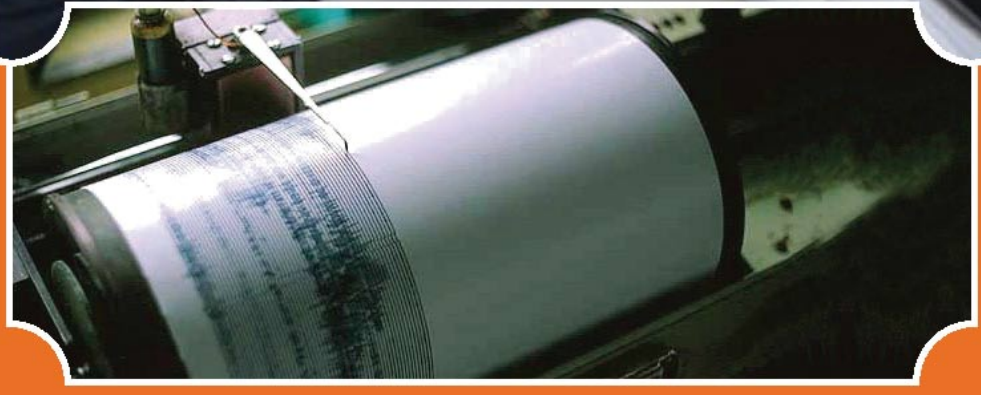
As the magnitude of the 2001 Bhuj earthquake was large, it's damage was felt widely. There was no dense seismic network with online seismological monitoring available. Because of this, no reliable information about occurrence of earthquake was available to the public during 2001 Bhuj earthquake. Initial hours which are very crucial for immediate commencement of relief and rehabilitation, were lost due to lack of clarity on earthquake epicentre. It was imperative to seek a new technology, a scientific system, to understand the patterns of earthquakes, their intensity and the damage they can cause.

Project Overview

The project established an advanced infrastructure for seismic monitoring in Gujarat as a preparedness effort to save lives and prevent damage to property from earthquakes. Through online functionality and auto location the earthquake parameters are disseminated within minutes to state authorities, disaster management team and general public through SMS, email and website.

The quick availability of earthquake information as well as potential damage map and shake map increase the ability and efficiency of decision makers and significantly reduces the time delay in start of the relief work. The reliable and immediate reports provided to media allay the anxiety / fear among the people.





Outcome

1 Capability of detecting, processing of earthquake parameters and reporting of earthquakes has reduced to around 10-15 minutes.

2 Online availability of earthquake information is always available to media and public.

3 Facilitate initiation of relief and rehabilitation works immediately .

4 Presents a realistic picture of regional impacts of significant earthquakes likely to strike the State and Nation and properly crafted scenarios help government, community, and business leaders, as well as the public, better understand earthquake consequences as they plan for the future rescue operations and effective rehabilitation.

5 Research activities at ISR led to a better appreciation of the seismic vulnerability and risk in various parts of the state. Some of the useful data products include designs for earthquake resistant constructions and site-specific precautions based on engineering consequences and models of building responses of different types of structures and utilize from response spectra analyses.

Integrated Workflow Management System (IWDMS)

Department - Department of Science & Technology
Operational since 2005

Background

Government organizations today, are embracing technology to move towards a 'paperless office' to save costs, attain greater efficiency, and improve business continuity. The biggest step that has been taken towards making it a possibility is by creating a workflow and document management system, IWDMS. The IWDMS let you enjoy the benefits of a digital process to collaborate and communicate using a rich user interface ensuring seamless processing of information that helps improve productivity, security, citizen experience, and turnaround time.

Motivating Factors

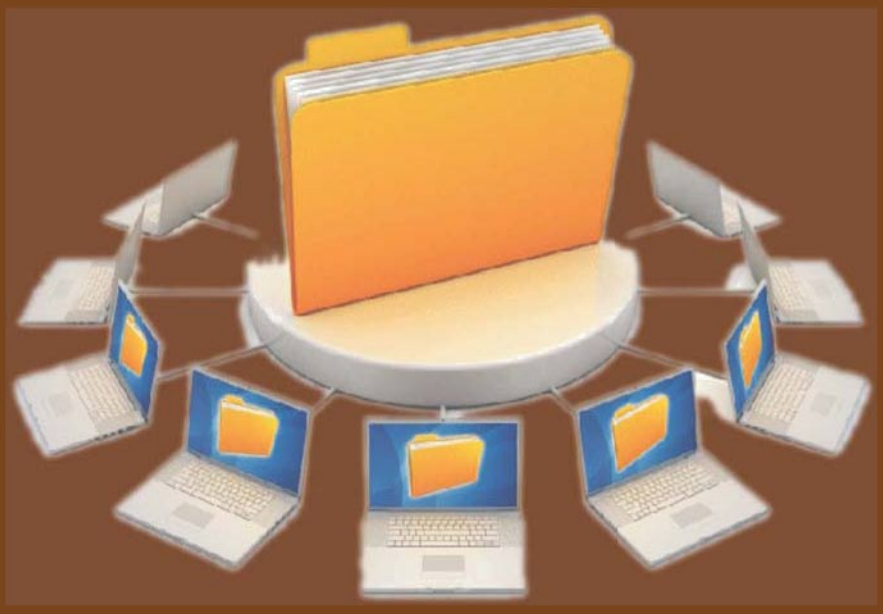
- Managing the increased complexities of processes
- Scaling up and managing the high volume data
- Integrating legacy system with improvised automated system
- Providing workflow and document process automation to achieve consistency and efficiency
- Anytime anywhere access and Sharing and distribution of information was not possible
- Handling responsiveness pressure and leveraging resource efficiently was a bottleneck

Project Overview

Government of Gujarat (GoG) wants to use e-Governance to improve accountability, transparency & effectiveness in government administration. The Integrated Workflow and Document Management System (IWDMS) project has been implemented for the same through automating the government functions and processes at all levels of the administrative hierarchy.

IWDMS provides document management, workflow management, collaborative environment and knowledge management in an integrated fashion and delivers an electronic workplace that result in productivity improvement in government.

The project initially covered all employees of the Government of Gujarat at New Sachivalaya, Gandhinagar. It is now being extended to the employees of the HoDs of the departments in Gandhinagar and Ahmedabad. In order to achieve Single File Management System across the state, IWDMS will be extended to all other HoDs in




File Creation
File Processing
File Approval
FILE MANAGEMENT
Workflow Management
Knowledge Bank
Document Repository
Security
Communications
Worklist Prioritization/ Checklist
Dash Board
Reports & Analysis
Collaboration
Feedback
Help
Search
Audit Trail
Role Based Access
INFRASTRUCTURE
FEATURES
Organization Employees

Gujarat in a phased manner. IWDMS has benefited the citizen's directly through applications such as Grievance Redressal, CM Relief Fund, Surat Disaster Assessment Survey, etc. and benefited the industry through applications such as Investment Monitoring System.

Outcome

1 Effective, efficient and transparent administration.

2 Building a knowledge base consisting of various Circulars, Acts, Precedents, Document, Reports, etc, thus enabling a robust decision support system.

3 Helps decision making through Checklists & Access to Precedent Cases, Acts, Rules, Statutes, etc.

4 Collaborative work environment & Less Paper office.

5 Automates routine tasks - Work flow / Business rules / Processes/ Reports Generation/ Maintenance of all registers.

6 Automatic generation of file number and better tracking .

7 Reduced cycle times and dependencies.

8 Pictorial dashboard - Provide a holistic status with drill down facilities.

9 Traceability and accountability of actions - Audit trail.

10 Integrated Information Exchange between Inter Departments.

11 Knowledge Base / Repository of Government Documents.

12 Human Resource Management System & Payroll & Employee Self Service.

13 e-Budget and e-Annual Development Plan.

Online Voting System

State Election Commission
Operational since 2010

Award

National Award on e-Governance 2013
eWorld Forum Award 2011
e-India 2011

Background

A centralised solution was conceived to help voters cast votes online and empower the State Election Commission (EC) to monitor efficiently. The Online Voting System (OVS) was developed to overcome the challenges faced by electoral commissions and offered an election management system.

Motivating Factors

To assist the SEC in efficient operations and effective election monitoring ensuring availability and reliability of the voting system.

Project Overview

The Online Voting System (OVS) offers complete adherence to the voting protocol. Supporting the concept of secret voting, the OVS ensures authenticity, non-traceability and maintains the integrity of digital ballots and ensures non-duplication of the ballots and votes. It also offers protection against malicious software attacks attempting to distort the ballot paper. The Pre-voting module consists of back office functionalities like registration and election configuration. The voting module consists of functionalities like voter authentication, casting of vote, SMS passcode verification, voting receipt generation, counting of votes & result declaration.

Outcome

1 Increased participation from the citizens.

2 Improved access and reach of the system.

3 The facility of votes being cast from home, database reference with ward-wise details of voters, candidates and officers, maintenance of utmost security and declaration of accurate results has made the OVS widely accepted in Gujarat.

e-Kalyan

Social Justice and Empowerment Department (SJED)
Operational since 2010

Background

The Social Justice and Empowerment Department (SJED) is entrusted with the role of empowering people belonging to the backward and underprivileged section of society. Through its various directorates and district offices, it runs 200+ schemes such as scholarships, loans, incentives and training for SC, developing castes, minorities, and physically challenged people and provides welfare services to nearly 70 percent of the population of Gujarat.

Motivating Factors

Since a large number of schemes of SJED target individual beneficiaries, the department faces challenges such as:

- Lack of proper identification of the targeted beneficiary.
- Lack of awareness of schemes among beneficiaries.
- Inadequate beneficiary participation due to lack of understanding of schemes.
- Managing and servicing huge volumes of applications and schemes through a manual process
- Lack of control over benefits delivery, resulting into fraud and misuse of schemes.
- Timely and optimum mobilization of the funds.

Project Overview

The eKalyan Project is an ambitious project of making online 200+ schemes initiated by various HODs/ Boards / Corporations of SJED to create a paper free office for managing the operations. The eKalyan Portal will be accessed by citizens through Internet / Citizen Services Centres for accessing various services offered by SJED.

Outcome

1 Identification of the right beneficiary

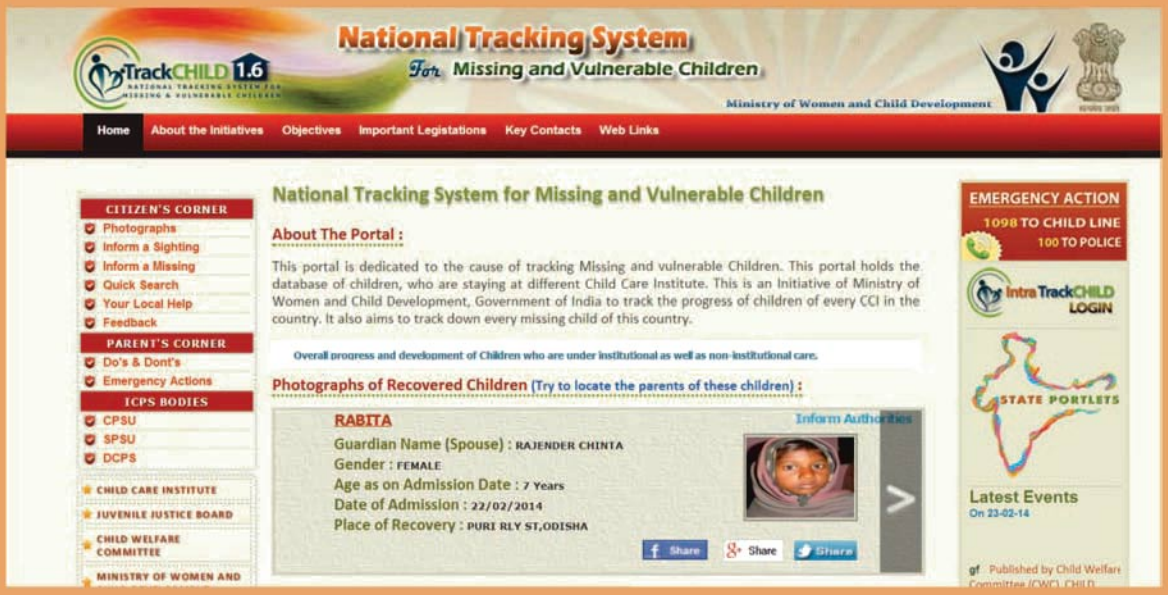
2 Door Step Service - CSC Centers/e-Gram/Panchayat offices

3 Increase transparency & efficiency in service delivery

4 Paperless governance

5 Creation of integrated databases

6 Real time statistics & reporting



Child Tracking System

Social Justice & Empowerment Department
Operational since 2012

Award

CSI-Nihilent e-Governance Award-2013

Background

Many children, who have been reported missing, end up in the streets or with various Child Care Institutions (CCIs). It was extremely difficult to reintegrate the children if they were unable to tell their addresses properly. The Social Justice and Empowerment Department (SJED), Government of Gujarat took the initiative to meet the challenge of shortage of accurate data and to restore missing children to their families.

Motivating Factors

Earlier, there was no authentic source of information on the number of children staying at various CCIs as well as data on missing children. There was a need to develop an all India databank of the children residing in CCIs under the Juvenile Justice (JJ) Act. The child's information was required to be recorded systematically so that re-integration with their families became easier.

Project Overview

The child tracking system is a web portal named www.Trackthemissingchild.gov.in consisting of a management information system for creating a database of children within the purview of the Juvenile Justice Act for children in need of care and protection (CNCP) and children in conflict with law (CCL).

The objectives of the system are:

1 To create software to enable child welfare committees (CWCs), Juvenile Justice Boards (JJBs), State Project Support Unit (SPSU), child care institutions (CCIs) under the JJ System which directly deal with children to enter and update information about children in their care/custody and to generate reports and information for the purpose of their action.

2 To ensure speedy and timely administration of justice to children as provided for in the Juvenile Justice Act, 2000, and amended in 2006, 2012.

3 Immediate and on-line reporting of missing/recovery of children.

4 To generate and analyse information of all children within the JJ system for the purpose of planning, programming, monitoring and policy making.

5 Increasing of awareness and parent advocacy and integration of the community into the recovery and rehabilitation.

Photographs of Recovered Children (Try to locate the parents of these children) :

[redacted]

Inform Authorities

Guardian Name (Father) : [redacted]
Gender : MALE
Age as on Admission Date : 15 Years
Date of Admission : 18/02/2014
Place of Recovery : [redacted]

Share Share Share

Photographs of Missing Children (Kindly inform if you have seen them) :

[redacted]

Click To Inform P.S

Father's Name : [redacted]
Gender : Female
Age as on Missing Date : 17 Years
Date of Missing : 07/08/2013
Place of Missing : FROM HOME,

Share Share Share

Outcome

1. Police Stations: Availability of live database of missing and found children and online tracking facility with the database of Child Care Institutions.
2. Child Care Institutions: Availability of live database of children residing in Child Care Institutions and tracking the progress of each child in terms of the need and development of each child.
3. Citizen's Corner and Parent's Corner: A facility to enter details of missing and found children on the website, to access the details about the services available; parent's corner has information on do's and don'ts with child and what to do during an emergency.
4. The system has provided timely dissemination of information amongst all stakeholders to stimulate synchronised "community" response, thus ensuring earliest care to the child in immediate need of care and protection. It has resulted in improvement in efficiency.
5. Convergence among stakeholders like public/community, police, NGOs.
6. Immediate feedback from concerned agencies on missing children and rehabilitation of CCI children.
7. The system has reduced paper work and resulted in an electronic database for each and every child with health progress, BMI chart and overall progress of the child.

Khel Mahakumbh

Sports Youth & Cultural Activities Department
Operational since 2006

Award

CSI-Regional Young IT Professional 2011

Background

The state of Gujarat was falling behind in sports with minimal participation in district and state level participations. Involvement of citizens was also poor adding to a pitiable representation of Gujarat at the national level sports competitions.

Motivating Factors

The desire to cultivate an interest in sports in the state was the main motivation behind Khel Mahakhumb. The program is for organising sports competition throughout the state for developing sportsmanship, team spirit and self-confidence.

Project Overview

The purpose of the program is to ensure large-scale participation and also to professionalise management of sports events/competition.

- Mass participation and involvement
- Talent identification and development
- Reaching out to the grassroots
- Focusing on fitness through sports.

  Objectives of Khel Mahakumbh

  - Promote culture of sports among the youth
  - Build a talent pool of outstanding sports persons
  - Encourage empowerment of women through scholarships

The state level Khel Mahakumbh sports events started in 2010. The motto is Ramshe Gujarat, Jitshe Gujarat (Gujarat shall play, Gujarat will win). The strategy is to adopt grass root participation in 4 stages, from District panchayat seat (Cluster of 4-5 villages), taluka, district and state level.

The Khel Mahakumbh sports event covers a wide range of games & sports - kabbadi, kho-kho, badminton, archery, shooting, etc.

Outcome

1 Gujarat entered into the Guinness Book of World Record in Chess for a record-breaking number of Chess games played at a single location.

2 With the help of Online System of Registration, a comprehensive database of more than 2 million athletes and sportsperson has been created in the state.

"Access to governance has to be guaranteed with transparent systems that deliver responses and outcomes. The strengthening of democratic governance empowers the population to become active partners in the growth process"

Narendra Modi
Chief Minister, Gujarat

DISTRICT & ULB LEVEL INITIATIVES

e-Mahiti Shakti (e-Broadcast)

District Panchayat, Amreli
Operational since 2011

Award
CSI-Nihilent e-Governance Award 2013

Background

The present system of implementation of various schemes, developmental projects and dissemination of information under IEC system does not attract much curiosity and delays the whole process that is why to educate people about:

(i) Their rights.

(ii) Schemes of various government projects.

(iii) Benefits and beneficiaries with complete transparency.

(iv) Instant supply of information during disaster like conditions.

It is only govt. papers and manual system which was working in the rural areas of my district. Many a times even after the project / benefit / schemes were over, by then even beneficiary does not know about the details of the purpose. So to inform / educate public at large in almost no time we tried a unique system which is named e-Mahiti Shakti (e-Broadcast).

Motivating Factors

To ensure correct, authentic and official information in transparent manner to the all sections of beneficiaries and to avoid disaster like condition (without charging anybody) is the prime motivator of the project.

e-Mahiti Shakti aims to bring transparency in system, inform and educate people, reduce time in delivery system, build capacity among rural/urban target groups and strengthen e-Governance in a cost efficient manner by using information and communication technology.

Project Overview

Technically, e-Broadcast project uses GSM application and covers entire district. There is a dedicated server which is kept at district level having the modified software in the computer. A modem and a SIM card are installed in it. At all consented village panchayats (which are recipient) a LED panel is installed in the front conspicuous line at the village panchayat office. This heat and water proof LED is 1x5 feet in the size so that any person or villager can see it easily. A receiving SIM along with MODEM is also installed in the LED panel. Likewise, an interface card is also placed inside the panel. Distinguish feature of this ICT project is Solar Power unit is also installed at village level. Thus Display Panel is working on Solar Power. In case of Solar Unit failure, it has an alternate electric power supply also. Not only text messages is displayed on the panel but it has a sound alert facility too.

Broadcast

Features:

- Sound Alert System. In case any cyclone or any important information is to be broadcasted then to attain attention alarm can be invoked.
- These panels are Heat and Water proof so it can be placed at any open and conspicuous place.
- System is Self-Sustainable and generates income on its own. User charges to be paid to the respected village panchayats which is strengthening them financially.
- Broadcasting in Vernacular Language as well as in Hindi and English too.
- Hybrid Power Supply. System gets power from electricity as well as from solar also which gives continuous power supply and broadcasting takes place round the clock.

Outcome

1 Increasing participation in government schemes.

2 Real-time update on APMC Prices.

3 Boon at the time of disaster.

4 Increased Transparency and facility to conduct Social audit.

AIMS (ATVT Inspection by Mobile System)

District Administration, Narmada
Operational since 2013

Background

Apno Taluko, Vibrant Taluko (ATVT) was launched in order to empower people locally to guide the growth process through Taluka Sarkar - a sub district citizen-centric approach where governance and development is activated at the grass root level.

Under ATVT, every Taluka in Gujarat is empowered and self-sustaining to provide a local platform for driving digital growth and social development. The decentralization of administration upto sub-district (Taluka) level has made it speedier, effective, transparent, and citizen centric.

Motivating Factors

In view of importance of the ATVT Programme, it is necessary to make best use of latest Information and Communication Technologies (ICT). It will help to enhance the monitoring and management of the Programme. This will not only help in ensuring effective implementation of the Programme but will also bring transparency and thereby credibility. Hence, it was proposed that Android based m-Gov system using GPS/GPRS for monitoring ATVT works is developed.

Project Overview

The ATVT monitoring system seeks to identify the best technology options available for using ICT for ATVT MIS and improve the reliability and authenticity of data collection for better monitoring. The important steps involved in planning and development is:

1 New work details will be entered in the Android tablet.

2 The ATVT Engineers/SO will visit work with Android Tablets.

3 They will capture the Photo of the work using the tablet at the following stages -

- Before starting of work
- When work in Progress
- After completion of work

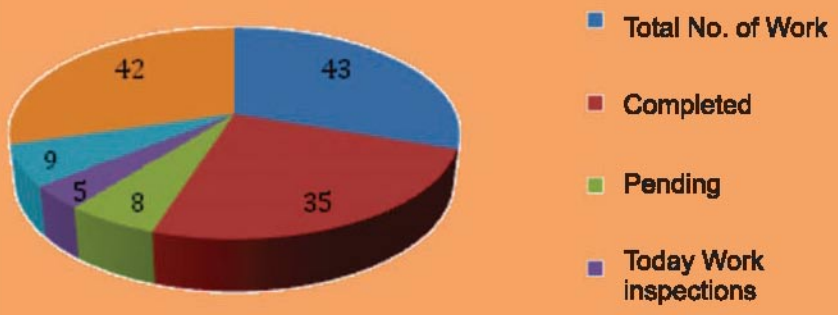
4 The photos taken will have GPS location information with date and time.

5 They will record details of the progress of work.

6 Measurement book entries will be done on the Tablet.

7 Monitoring will be done using Web application with Google maps.

Work Completion Status Nandod 2013-14



Outcome

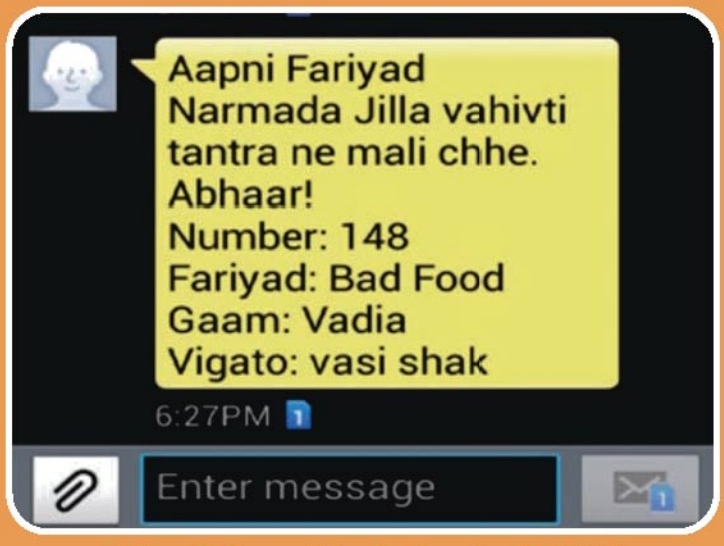
1 Public Service: This project has been implemented in Nandod taluka on pilot basis. The implementation shows 43 works worth of Rs. 1.75 Cr. of ATVT 2013-14 has been successfully monitored through this system.

2 Transparency: Increased transparency by making all about work and progress available on website for public information.

3 Efficiency: Work records now available just on one click, Chances of error has been reduce.

4 Elimination of Malpractices: Zero duplication has been ensured through this system.

A citizen displaying acknowledgment SMS



Acknowledgement Received on Sending SMS

Mission Jagruti - SMS Based Grievance Handling System

District Administration, Narmada
Operational since 2013

Background

Narmada is a tribal district and has hilly terrain and forest covering major area. If any citizen has any grievance regarding any government institution, they find it difficult to lodge their grievances. They have to put complaints on paper and have to visit government offices many times to get their grievances redressed. So, the citizens usually refrain from lodging grievances sparing their daily job and time. If a more simpler and easy way is provided for registering complaints, more complaints will come from citizens. Thus it can save effort and money spent for getting their grievances redressed.

Motivating Factors

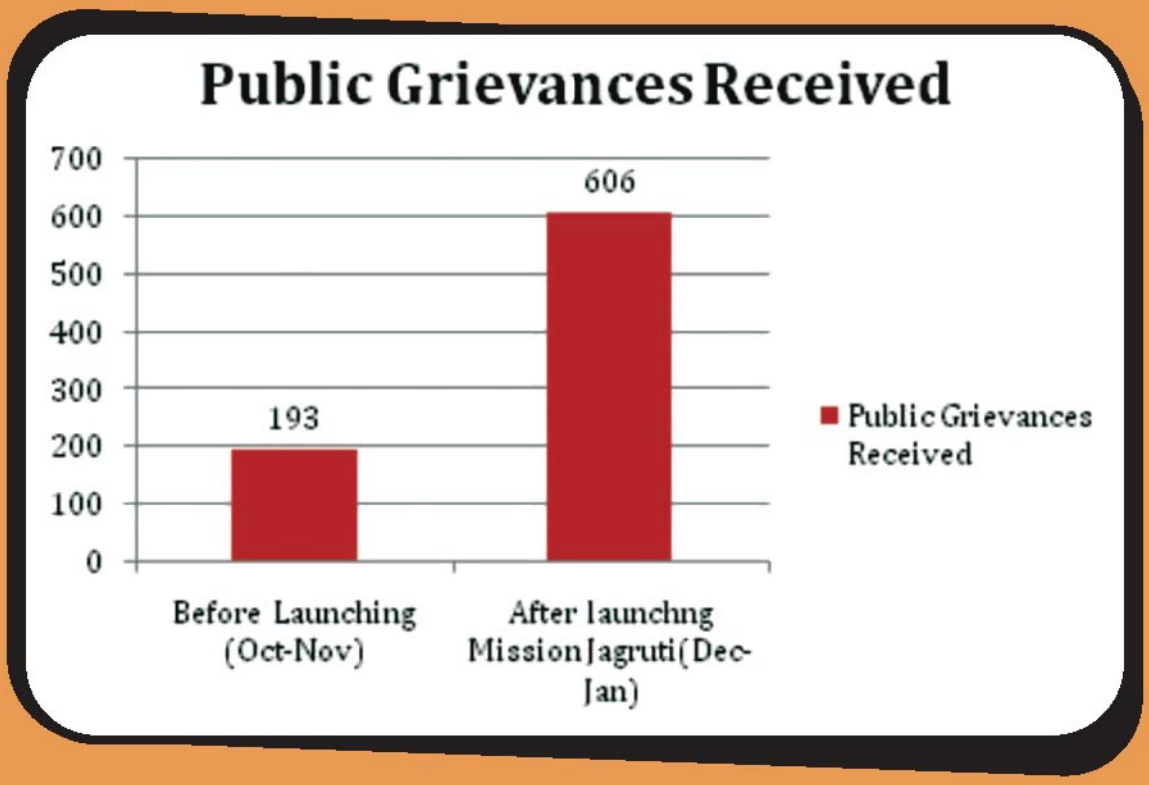
Grievance Redress Mechanism is part and parcel of the machinery of any administration. No administration can claim to be accountable, responsive and user-friendly unless it has established an efficient and effective grievance redress mechanism. In fact, the grievance redress mechanism of an organization is the gauge to measure its efficiency and effectiveness as it provides important feedback on the working of the administration.

Project Overview

Mission Jagruti Grievance Handling system by Collector office Narmada is a facility extended for the benefit of citizens to lodge their Grievances at anytime from anywhere. Anyone having grievance about the functioning of any government administrations can lodge his/her grievance by sending just one SMS to the mobile number 990-470-5555.

Grievance SMS can be send regarding any administrations like Anganwadi, Municipality, Panchayat, MDM Centre's, PHC, CHC, Civil Hospital, Janseva Kendra, Fair Price shops, Gas Agencies, Primary Schools, Secondary and Higher Secondary Schools, Colleges, ST Bus etc. Different keywords are provided for the various administrations for sending SMS.

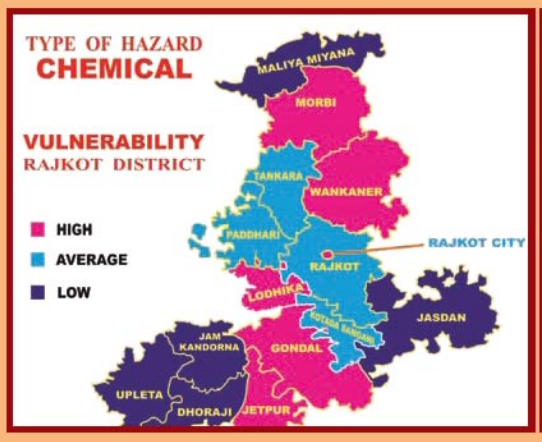
The grievance will be registered in the Mission Jagruti SMS server and the complainant will get an acknowledgement SMS containing the registration number, which can later be used for checking status of the grievance. Also, at the same time all concerned officers will get SMS alert automatically that a complaint has been received with details. They will also get reminders periodically until the grievance is resolved. Also, the grievance will be escalated to the next higher officer, if not resolved in the prescribed time limit.

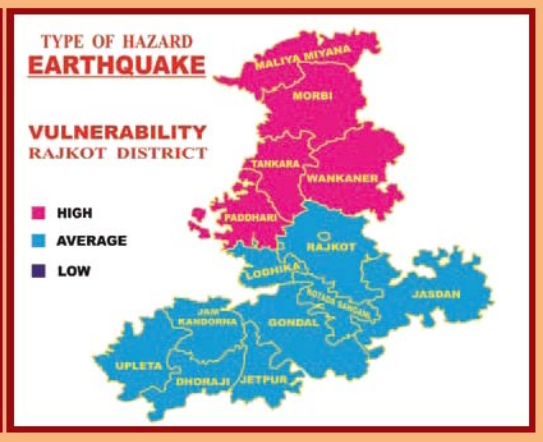

Public Grievances Received
700
600
500
400
300
200
100
0
193
606
Before Launching (Oct-Nov)
After launchng Mission Jagruti(Dec-Jan)
Public Grievances Received

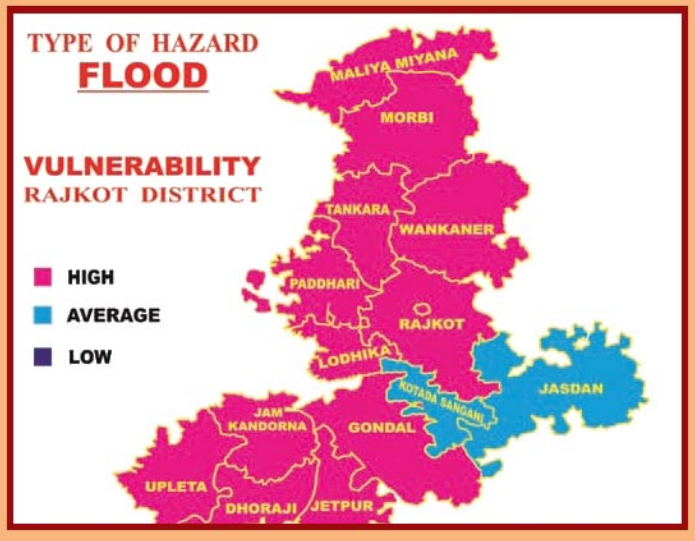
When the grievance is redressed the compliance report will be updated in the Mission Jagruti portal along with photo or video proofs by the officer concerned.

Outcome

1. Satisfaction of citizens has increased as it saves money and effort for registering grievances.
2. Monitoring of development works also happened based on complaints.
3. As simple technology is used it has wide acceptability.
4. Anyone can register grievance at anytime from anywhere by just an SMS.
5. It obviates the necessity to visit government offices to lodge their grievances and so can save money, time and effort.
6. Timely response and speedy redressal of grievances as officers get intimation through SMS.
7. Till date more than 340 grievances of various departments have been received through this system. The nature of complaints was varying from Water scarcity, Bad Roads, Not functioning street lights, bad staff, no teacher, teacher late, no worker etc.
8. No paper work needed for registering grievances.







Disaster Alert and Resource Management by Application of Technology (DARMAT)

Collector, Rajkot
Operational since 2013

Background

A comprehensive database of disaster management related inventory is very essential for an organized response in case of a disaster. Disaster Alert and Resource Management Application of Technology ("DARMAT") is an effort is to prepare a database of such resources from village to district level.

Motivating Factors

Various disasters across the nation cause huge loss of life and property every year. Beside direct loss of life and property, major disasters derail the entire economy and affect the economy's development. The local administration is often ill equipped in terms of disaster resource management and especially alert generation to save precious life and property. It is in this background that a comprehensive GIS based resource management and Internet gateway based alert generation system was conceived and implemented in Rajkot District.

Project Overview

This is a GIS & web based system with interactive Decision support system (DSS) in the form of Geo-Spatial Information. It is enabled by Internet Gateway to access the geo-spatial data to query, identify and publish the useful information for disaster management. User can access as well as process queries based on various needs of departments. This system maintains, processes, stores, distribute and improve the utilization of geo-spatial data for decision makers, responders & other stakeholders.

This programme is web-enabled with centralized inventory of resources established to minimize response time in any emergencies & also useful to develop mechanism to facilitate the inter disciplinary approach, involving mitigation preparedness and response functions developed at the administrative level.

Outcome

1. Development of efficient and effective resource database of essential resources available in the district.
2. Empowered the local community by providing direct information and alerts by way of sms.
3. It has enhanced the capacity of local administration in handling a disaster situation.
4. Local administration has control of all resource and information required to define crisis management plan in case of disaster.
5. It has effectively saved many lives and property by way to advance alerts in times of flood and other disasters.
6. It empowers local administration to issue multiple warnings and messages to different target groups in the population and administration both.

Surat Safe City Project

Office of Commissioner of Police, Surat & Traffic Education Trust
Operational since 2013

Background

City surveillance projects are becoming a necessity in large cities as there is a need to ensure safety of the public by monitoring each part of the city. It is crucial to have a central control room equipped with high-end large video wall solutions to monitor minute details.. The Surat Safe City Project is designed to help ensure the safety of citizens and bring greater awareness of security amongst them. Surat has become the first city in India to implement the Safe City project and more cities are expected to come up with video surveillance systems.

Motivating Factors

The motivating factor for Surat Safe City Project was the necessity to enhance the safety and security of Surat City based on its large population and concentration of key industries, such as diamond, textile, engineering, and oil and gas.

Project Overview

The Surat City Police Commissionerate along with Traffic Education Trust has executed Surat Safe City Project of Government of Gujarat successfully in Public Private Partnership (PPP) mode. As part of the project, futuristic environment friendly LED video wall was deployed to help the police in monitoring the entire city. The display solution can handle data coming from various sources including display of city map. First phase of the project involved commissioning of 104 cameras at sensitive locations, State-of-the-Art Video wall, data centre, video analysis techniques for face recognition, crowd Identification, 3-D images of sensitive area, e-Challans for violation of Motor Vehicle Rules, and optic fibre connectivity throughout Surat. During the 2nd Phase of the project it is proposed to install 5000 international standard cameras of high definition throughout Surat.

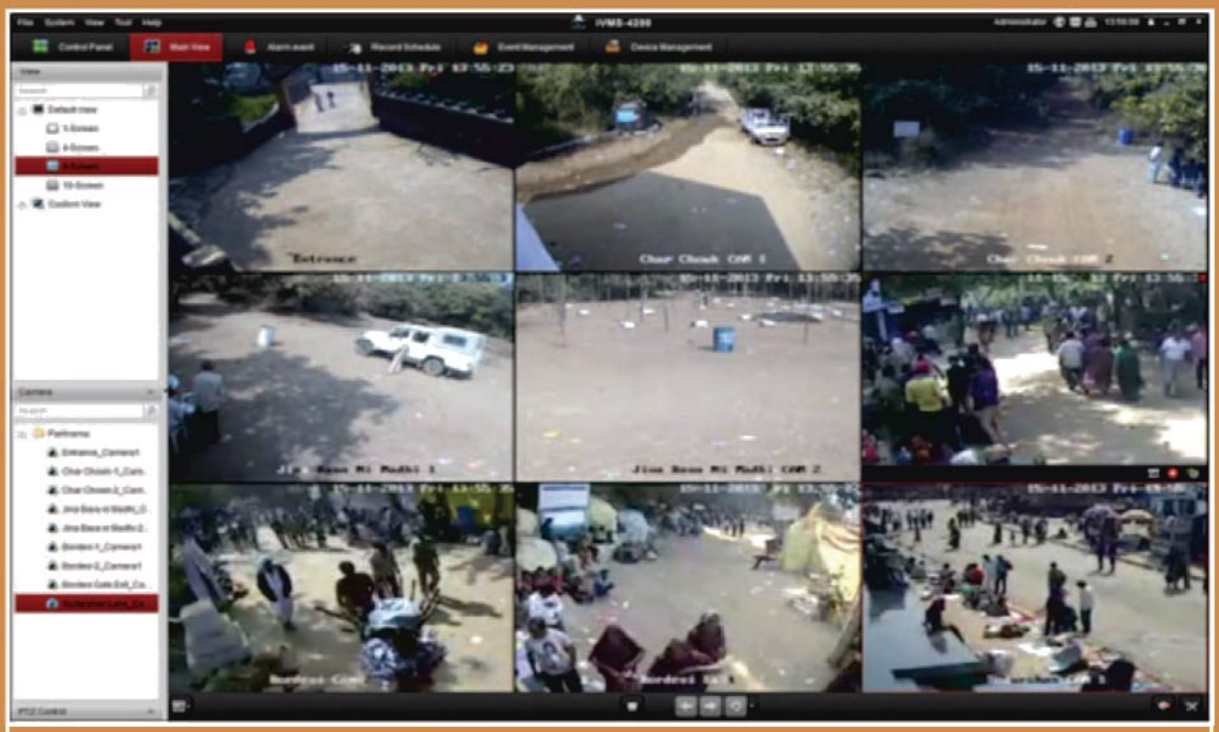
Outcome

1 First ever Safe City Project in India.

2 Proactive addressal of terror threat and effective traffic management.

3 Enables 24x7 Surveillance monitoring of Surat City with central command and control centre.

4 Optic Fibre Connectivity provided throughout Surat City.



CCTV Camera- View

Live WebCast of Girnar Lili Parikrama with CCTV Surveillance

District Administration, Junagadh
Operational since 2013

Background

India is a land of spirituality and religious fairs. Religious fairs are organized all over India at regular intervals. The Girnar Lili Parikrama Fair in Junagadh- Gujarat is one of the known and exceptional fair due to many of its features and attractions. Around one million people participate in Girnar's annual Lili Parikrama(Green pradakshina or circumambulation). According to Gujarati Hindu calendar the 36-KM Parikrama starts from Kartik 11 to 15 every year. Girnar the tallest mountain of Gujarat is 6 km. from Junagadh city.

Motivating Factors

A meeting chaired by district collector was held in Junagadh to discuss preparedness for Girnar Lili Parikrama 2013. Representatives of Sadhu samaj, District Forest Department, Junagadh Municipal Corporation, Police Department etc were part of the meeting. During meeting District Collector suggested this parikrama - a sacred round pilgrimage around the Girnar Mountain should reach to mass across the world using technology. Secondly to help administration there is a need to have control system to assist District Administration, Forest, Police department and Municipal Corporation in management of the festival. CCTV is important in such event just like private premises. It helps to ease traffic jam and also record accidents. It helps keep public safe even in crowded area. Administration can monitor areas where authorities walking around cannot reach. Finally it was decided to setup WiFi system with the help of NIC.

Project Overview

Before implementation of the system, collector along with entire team visited the route and identified 6 pressure point locations in route of parikrama. NIC technical team performed the feasibility survey. There were two major issues to carry out this project. 1. Power Supply- As there is no power supply in forest area and 2. Being a hilly area it was difficult to setup network and connect all locations with minimal infrastructure. To resolve these issues, it was decided to have DG set at each locations and main tower with long range access point for WiFi to be setup atop Ambaji hill. 6 locations namely Rupayatan, Char Chowk, Jina Bavani Madhi, Bordevi Tran Rasta, Girnar Taleti (Bordevi-Exit) and Sudarshan Talav Chowk were selected where 2 IP cameras were installed at each location. Base station was kept in Bhavnath area. Monitoring of CCTV camera, webcasting and broadcasting on local cable network was done from District Administration Zonal office. Live webcasting was accessible to people through internet browser, Android base Mobile App and Client Software as well.

Girnar Parikrama Route

Outcome

Very first time, district administration set up WiFi network in remote and inaccessible forest area connecting important points in route of Girnar Parikrama. Webcasted the event on internet as well as broadcasted on local cable network. People and media watched live event and appreciated the effort of District Administration and NIC for this special initiative.

Due to CCTV Surveillance system, district administration could monitor all exit and entry points of parikrama and comply with local security issues. It had been useful to monitor suspicious visitors and their movements without their knowledge.

e-City

Urban Development Department
Operational since 2002

Award
National Award on e-Governance 2009

Background

The e-city project was taken up to bring transparency, accountability and efficiency in functioning of Ahmedabad Municipal Corporation (AMC).

Motivating Factors

The key was to offer better services to the citizens of Ahmedabad by eliminating discretionary human interface through system automation and easy information access to citizens.

Project Overview

The AMC was the first Municipal Corporation in India to have a computerized system that facilitate better performance and governance with improved service delivery in birth and death registration, building plan, primary health and education, city cleanliness, water supply, sewage, road, street-lights, issuance of licenses for shops and establishments, property tax, issuance of health & hawker license, etc. All the functions of AMC have been computerized.

Outcome

1 Efficient, speedy and transparent platform for the citizens thereby dispensing with middlemen and removing corrupt practices.

2 Information & accountability at the fingertips both for the citizens and employees of the Municipal Corporation.

3 Quick response time, web enabled quality services, paperless transaction, multiple modes of payment and reduction in service charges.

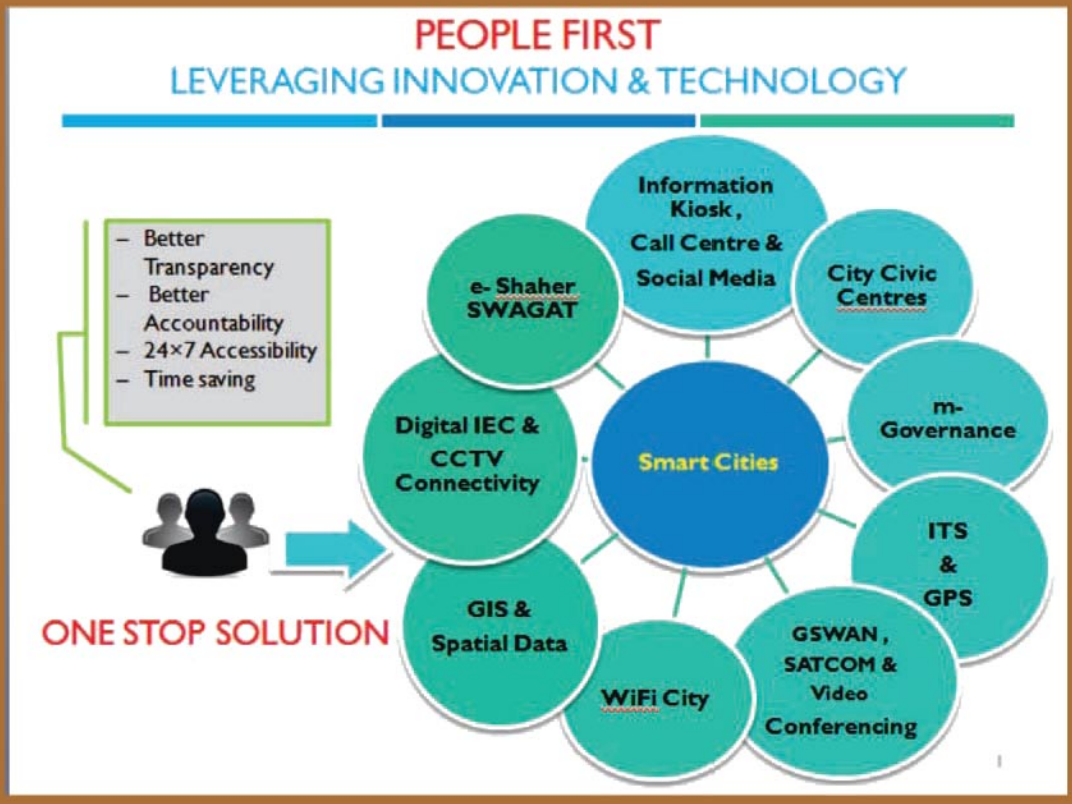
4 Data sharing across different departments, thus bringing efficiency in administrative functioning.

5 Facilitation of decision-making process of the top management by furnishing the required information instantly.

6 Elimination of manual intervention through payment gateways and electronic transactions.

7 High revenue and enhanced cash flows for the Corporation.

8 Harnessing technology to instil a sense of satisfaction and belongingness amongst the citizens and employees of AMC.



eNagar

Urban Development & Urban Housing Department
Operational since 2014

Background

In order to empower people and facilitate improved access to citizen centric services, it was conceptualized to decentralize government service delivery using E-governance to bring greater transparency and efficiency. eNagar is a result of merger of technology and positive governance. Major Objectives were to facilitate single point / single visit solution, speed-up processing, bring transparency & accountability

Motivating Factors

The motivating factors for eNagar project were to offer Government services to multiple stakeholders by overcoming existing limitations like need to visit City Civic Centers, geographical barriers, time barriers, heavy rush during peak billing period. Objective was to provide service delivery in a speedy, efficient, transparent, economical manner and positively engage all stakeholders for providing quality service delivery.

Project Overview

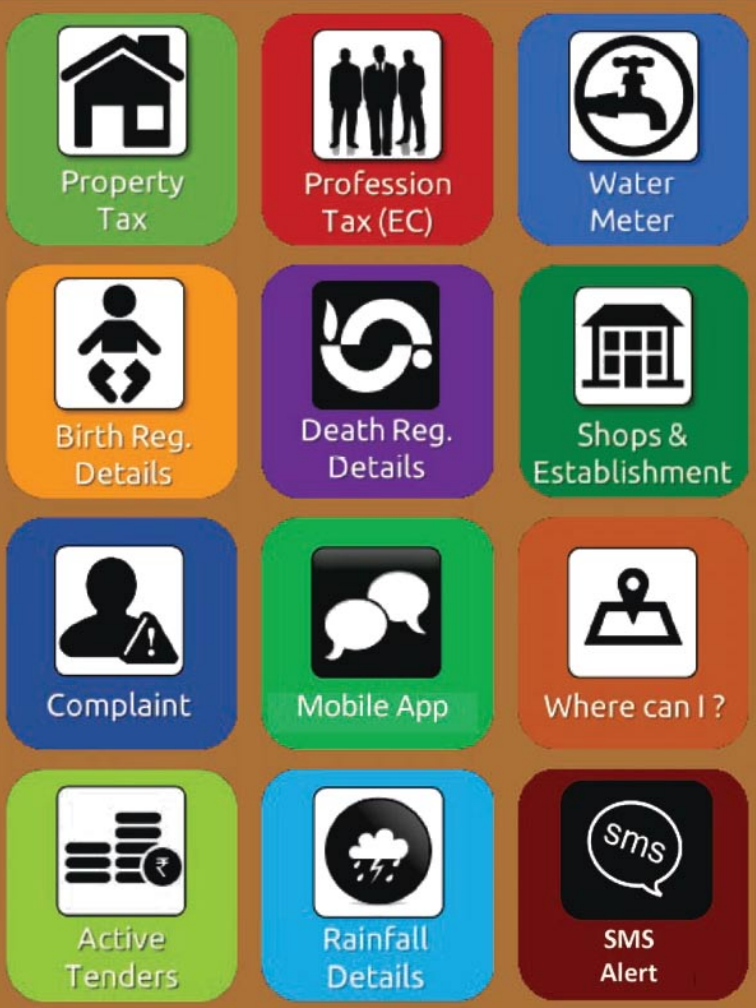
eNagar project is envisaged as an integrated approach to enable multiple stakeholders (citizens, Businesses and ULB employees) to avail seamless services across government offices, obtain information in a unified and simplified manner using ICT. Multitude of services, as mentioned below, will be provided under eNagar project:-

- G2C Services - Taxation & License related, Birth & Death Registration, RTI Complaint Redressal System, Building Plan Approval, Intelligent & Seamless Transport Systems, CCTV, WiFi Zones, SCADA in Water Operations
- G2E Services - Personnel Information System, Employee Portal, Payroll
- G2B Services - Shops & Establishment System, e-Procurement System, Online Payment Gateway, LED based Advertisement
- G2G Services - Finance & Accounts System, Inward/Outward Monitoring, Material / Asset Management Budget/ Audit System, Fleet Management, Hospital Management System, GIS & Spatial Data

Under the eNagar project multiple service delivery channels like Civic Center, Call Centre, Kiosks, Internet, Intranet, E-Mail, and m-Governance have been envisaged. Major impetus has been given to m-Governance service delivery with introduction of G2C Push Services like Vaccination Alert, Monsoon Alert, Flood Alert, Birth Registration, Complaint Management for Municipal Services, Profession Tax Advisory, Payment Due

"New India will be Digital India.
Our e-Nagar is the beginning for that process."

Narendra Modi
Chief Minister, Gujarat



Reminders and C2G Pull Services like Property Tax amount due, Water Meter Charges, Birth & Death Registration, Shops & Establishment. Connectivity requirement of eNagar project comprises of GSWAN network, Video Conferencing, and SATCOM facilities

Outcome

1 Significant time saving for public in availing Services offered by government offices.

2 Single Window Clearance with computerization of back end processes.

3 Facilitates stakeholders to pay dues using multiple payment options from their convenient place and time.

4 Significant time saving for Government offices, as they do not have to meet people directly and receive applications in a completed manner.

5 Services are being offered free of cost and infrastructure has ability to cater to Multiple requests simultaneously.

6 Significant change in perception of stakeholders about government offices and also change in attitude of government employees due to transparency and effective monitoring of work.

"Technology enables last mile delivery. Blending it with the will and determination to deliver, Gujarat has experienced the true power of e-governance."

Narendra Modi
Chief Minister, Gujarat

CORE INFRASTRUCTURE

Gujarat State Data Centre (GSDC)

Department of Science & Technology
Operational since 2008

Award

Dataquest-CMS e-State Award 2013

Background

Government of Gujarat has set up Gujarat State Data Center (GSDC) in Gandhinagar in 2600 sq.ft of server & storage area, 600 sq.ft of connectivity zone and 1300 sq.ft of control room & utility area. GSDC has been connected to all the Government offices through GSWAN infrastructure. GSDC is a mediator and intersection between open unsecured public domain and sensitive government environment with due regard to cyber security. The GSDC has been equipped to host / co-locate systems such as Web Servers, Application Servers, Database Servers, SAN, and NAS etc. GSDC provide services such as Central State Data Repository, Online Delivery of Citizen Information/Services Portal, State Intranet Portal, Disaster Recovery, Remote Management and Service Integration etc.

Motivating Factors

To facilitate Government Departments in establishing a transparent and efficient Public Administrative System through e-Governance mechanism, at a low-cost by providing shared IT Infrastructure resources.

Project Overview

GSDC is India's First State Data Centre to be operational under National eGovernance Plan. With nearly 100 TB of storage space, GSDC consolidates services, applications and infrastructure centrally to ensure efficient electronic delivery. GSDC recently obtained ISO 20000 (IT Service Management) and ISO 27001(Information Security Management) certifications.

Outcome

1. Common/shared infrastructure leading to ease of integration and efficient management, ensuring that computing resources are adequately and optimally used across applications.
2. Implementation of Disaster Recovery Plan/Business Continuity Plan will protect the State's critical data and to maintain data privacy.
3. Virtualization and cloud computing would be a subsequent extension of the strategy. It would facilitate delivery of Software as a Service (SaaS), Infrastructure as a Service (IaaS) and Platform as a Service (PaaS).
4. All G2G, G2B and G2C services will be available in due course through next generation technology platform, that is, Virtualization and Cloud computing.

Gujarat State Wide Area Network (GSWAN)

Department of Science and Technology
Operational since 2000

Background

In order to successfully implement the e-governance initiative, the Government of Gujarat had provided a common platform for its functionaries known as Gujarat State Wide Area Network (GSWAN) which is an advanced telecommunication infrastructure, and now-a-days extensively used for exchange of data and other types of information between two or more locations, separated by significant geographical distances.

Motivating Factors

The primary motivating factor for GSWAN is the modernization of the intra-governmental communication setup that would improve administrative effectiveness and efficiency and to bring reliability and accountability in overall system of Government-to-Government (G2G) functioning.

Project Overview

One of the largest IP based multi service (Voice, Data and Video) IT infrastructure connecting all 33 districts and 248 talukas of Gujarat to State Capital Gandhinagar. Conceptualized in 2000, GSWAN is one of the oldest operational State wide networks in India, which connecting 60000+ GOG employees. Currently the State Centre is connected to the District Centres on 34 Mbps bandwidth and the District Centres are connected to Taluka Centres at 10 Mbps

Outcomes

1 Seamless connectivity of government functionaries across State, District & Taluka Centres.

2 More than 200 Websites and 65 e-Governance Applications are being accessed by various departments/offices.

3 Facilitates uninterrupted High Definition Video-conferencing to 300 Offices.

4 State of Art Grievance Redressal System with IVR(interactive Voice Response) facility, Help Desk Call-Centre, on-line Ticket log management for all Govt. Employees.

Awards & Accolades


SKOCH AWARD
SKOCH AWARD

National & International Awards achieved over a decade...

Award Name	Achievements	Year
National Award on e-Governance	Investors Support System (ISS) Software	2014
National Award on e-Governance	Effective Seismological Monitoring through eGovernance	2014
National Award on e-Governance	SSA-GIS Mapping (Child Tracking)	2014
National Award on e-Governance	Bar Coded Ration Card System for Service Delivery-Gujarat	2014
e-India	Xtended Licensing & Laboratory Node of Sales (XLN)	2013
e-India	Tablet based Software Application for Pond Subsidy Scheme	2013
Dataquest-CMS e-State Award	State IT Polices and Industry Incentives, Administrative Reforms	2013
Dataquest-CMS e-State Award	Maximum utilization of SDC post implementation	2013
Dataquest-CMS e-State Award	100% CSC Roll-out- Large States	2013
Dataquest-CMS e-State Award	Dataquest-CMR e-Readiness Award for large States	2013
Dataquest-CMS e-State Award	Volume of Electronic Transactions for availing e-Gov services	2013
National UP Education Award	Best Software Application developed for Universities	2013
National UP Education Award	Best Software Application for Gujarat Higher Secondary Education Board	2013
eMaharashtra Award	Xtended Licensing & Laboratory Node of Sales (XLN)	2013
eMaharashtra Award	e-Krishi Kiran	2013
National Award on e-Governance	IT Intervention for Managing Integrated Networked Enterprise	2013
National Award on e-Governance	Mineral Administration & Governnace using ICT (MAGIC)	2013
National Award on e-Governance	Online Voting System	2013
National Award on e-Governance	Xtended Licensing & Laboratory Node of Sales (XLN)	2013
Skoch Smart Governance Award	Improved Service Delivery	2013
Skoch Smart Governance Award	Migration & Monitoring System	2013
Skoch Smart Governance Award	State of the Year	2013
Skoch Smart Governance Award	BaLA – Building as Learning Aid	2013
Skoch Smart Governance Award	Improved Service Delivery	2013
Skoch Smart Governance Award	Jury Choice to Primary Education	2013
Skoch Smart Governance Award	Gujarat: e-Governed State of the Year	2013
Skoch Smart Governance Award	Municipal Service Validation Code Project	2013
Express Group Award	Best Presentaiton (e-Governance to e-Inclusion)	2013
CSI-Nihilent e-Governance Award	The Supply Logistics using ICT	2013
CSI-Nihilent e-Governance Award	XGN-eXtended Green Node	2013
CSI-Nihilent e-Governance Award	Automated Driving Test Track	2013
CSI-Nihilent e-Governance Award	Child Tracking System	2013
CSI-Nihilent e-Governance Award	Ability Gujarat-a Web Application	2013
CSI-Nihilent e-Governance Award	Beti Vadhaao-a Web Portal	2013
CSI-Nihilent e-Governance Award	e-Mahiti Shakti [e-Broadcast]	2013
CSI-Nihilent e-Governance Award	eGram Vishwagram Project	2013
CSI-Nihilent e-Governance Award	Swarnim RTO	2012
CSI-Nihilent e-Governance Award	Strengthening Trageted Public Distribution System	2012
CSI-Nihilent e-Governance Award	mGovernance	2012
CSI-Nihilent e-Governance Award	e-Procurement	2012
CSI-Nihilent e-Governance Award	VATIS	2012
CSI-Nihilent e-Governance Award	Drug Logistics Information and Management System	2012
Manthan Award	www.craftsofgujarat.com website	2012
National Award on e-Governance	Integrated Geo-spatial Solution for MGNREGA	2012
National Award on e-Governance	e-Mamta	2012
National Award on e-Governance	ICT Led National Social Innovation Honour	2012
National Award on e-Governance	Mobile for Good Health	2012
e-India	Online Voting System	2011
e-India	eGov Strategies & ICT enabled Initiatives	2011
e-India	e-Governance of Mineral Administration	2011
e-India	Online Application & Scrutiny of Inter-State Transactions	2011
CSI-Nihilent e-Governance Award	e-Dhara (Sustainability category)	2011
CSI-Nihilent e-Governance Award	e-Governance of Mineral Administration	2011
CSI-Nihilent e-Governance Award	e-Governance at CM Office	2011
CSI-Regional Young IT Professional	Khelmahakunbh Web Application	2011
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eWorld Forum Award	Online Voting System	2011
eWorld Forum Award	e-Mamta (Care Delivery through Use of Technology)	2011
eWorld Forum Award	e-Mamta (Improving Maternal Health)	2011
eWorld Forum Award	www.craftsofgujarat.com website	2011
India-Tech Excellence Award	Progress of Development of IT in the State	2011
National Award on e-Governance	Innovative Use of Technology in e-Governance	2011
National Award on e-Governance	Integrated Watershed Management Programme	2011

Award Name	Achievements	Year
National Award on e-Governance	SWAGAT	2011
Best Exhibitor Award	Best Exhibitor	2010
CSI-Nihilent e-Governance Award	Award of Excellence in State Category	2010
CSI-Nihilent e-Governance Award	Xtended Green Node (XGN)	2010
e-Gov 2.0 Award	Most Innovative Use of Social Media	2010
e-Gov 2.0 Award	Most User Friendly Portal	2010
EDGE Award	Integrated Finance Management System	2010
EDGE Award	Hospital Management Information System	2010
EDGE Award	VAT	2010
EDGE Award	e-Procurement	2010
Web Ratna Award	Outstanding Webcontent for Tourism Website	2010
National Award on e-Governance	ICT in Judiciary	2010
National Award on e-Governance	Xtended Green Node (XGN)	2010
Skoch Challanger Award	ICT Person of the Year 2010	2010
e-India	ICT enabled University	2009
e-India	ICT enabled Municipal Initiative	2009
CSI-Nihilent e-Governance Award	Information Security Management System	2009
CSI-Nihilent e-Governance Award	ICT in Judiciary	2009
CSI-Nihilent e-Governance Award	Special Recognition Award in District Catergory	2009
CSI-Nihilent e-Governance Award	Award of Excellence in Department Category	2009
Manthan Award	Gujarat Common Enterance Test (GCET)	2009
India-Tech Excellence Award	Application of IT in Public Administration	2009
National Award on e-Governance	Hospital Management Information System	2009
National Award on e-Governance	Drug Logistics Information and Management System	2009
National Award on e-Governance	e-Krishi Kiran	2009
National Award on e-Governance	e-Procurement	2009
National Award on e-Governance	e-City	2009
CSI 2007-08	e-Gram (Outstanding Project)	2008
Dataquest e-Gov Champion Award	Jan Seva Kendra	2008
National Award on e-Governance	Outstanding Performance in Citizen Centric Service Delivery	2008
National Award on e-Governance	VAT-Excellence in Govt. Process Reengineering	2008
Skoch Challanger Award	Hospital Management Information System (e-Health)	2008
Skoch Challanger Award	e-Gram (Digital Inclustion)	2008
Stockholm Challenge Award	Jan Seva Kendra (Public Administration)	2008
Government Technology Award	Connected Government	2007
CIS 2006-07	e-Procurement	2007
CIS 2006-07	VAT	2007
Best e-Governed Dept.	Hospital Management Information System	2007
CIS 2006-07	Best e-Governed State	2007
Manthan Award	College to Career Program	2007
Dataquest e-Gov Summit	Best e-Governed State (Western Region)	2006
National Award on e-Governance	Professional Excellence in Process Reengineering	2006
IT Promotional Award (Best Stall)	IT Promotional (Best Stall)	2005
CSI 2005	Public Key Infrastructure Technology	2005
CSI 2005	e-Governance Project (Service Orientation)	2005
CSI 2005	Best Citizen Facilitation	2005
ELITEX Award	Pragati-GIS Software (Best Product)	2005
India-Tech Excellence Award	Application of IT in Public Administration	2005
IT Promotional Award	IT Promotional	2004
International Award	SWAGAT - eTransperancy Case	2004
National Award on e-Governance	One Day Governance	2003
National Award on e-Governance	Best Website	2003
IT Promotional Award	IT Promotional	2002
CMA Award	Grievance Redressal System	2002
CSI 2002	Best Citizen Centric Project	2002
IT Promotional Award	IT Promotional	2001
CSI 2001	Best Municipal Website	2001

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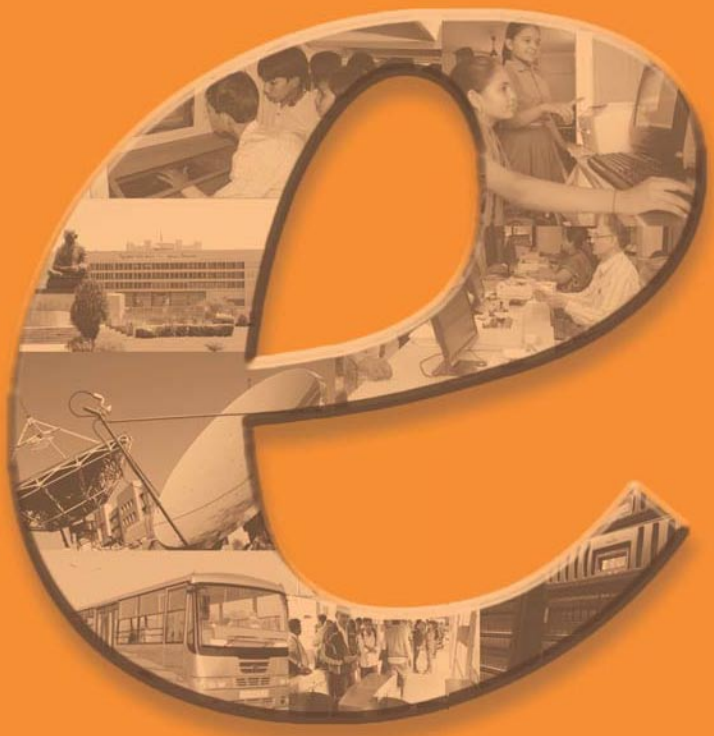

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