

**"PROJECT MANAGEMENT" CONSULTANCY SERVICES FOR
STRATEGY FORMULATION AND IMPLEMENTATION OF
IT-ICT-MIS ARCHITECTURE, FACILITIES & CAPACITY BUILDING FOR
ODISHA WORKS DEPARTMENT (OWD)**



Date: 17th April 2012



Case Studies - I



Ujjain –Madhya Pradesh Urban Services for the Poor Program (MPUSP) A GoMP-DFID partnership

Project: Implementation of e-Governance in Ujjain Municipal Corporation

Existing Situation/Gaps Identified

1. No IT- ICT infrastructure in UMC
2. Manual system of Water Tax and Property Tax
3. No Municipal Website for Imparting Municipal services to the citizen.
4. Single entry Accounting System.
5. Manual System of Attendance .
6. No Hardware/Software and Networking in the Municipal Offices
7. No Citizen service centres for depositing the tax.
8. No proper Public Transport System.

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Case Studies - I



Problems Faced:

1. Absence of Interest for computerization.
2. Fear of Job decrease.
3. Language problem faced by staff.

Project support & favorable Approach:

1. UMC Commissioner & SE were interested to Implement e-Gov activities for the betterment of the UMC.
2. Public awareness Surveys conducted and citizen's views analysed. A positive approach was gauged.
3. Under JNNURM & DFID project as per NeGP Mission, a demand for implementation of e-Governance in Municipalities.

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E-Governance Implementation



1. Improve the property tax collection by Implementing GIS and linking with accounting software.
2. Computerization of water tax collection and billing system.
3. Development of Municipal Website for direct semination of Information.
4. Installation of IT Infrastructure .
5. Capacity building of UMC .
6. Trainings in IT and Infrastructure Use.
7. Implementation of Biometric Attendance System.
8. Development of Citizen Service centre for public to deposit tax and have information regarding UMC activities along with grievance cell.
9. Implementation of Double Entry Accounting System in the Municipal Accounting and linkage with CeSC.
10. Implementation of GPS based Public Transport System under JNNURM.
11. Implementation of Computerized building permission system.

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E-Governance Implementation



Achievements:

1. UCTL is in place.
2. CeSC is built at four zones and working properly.
3. Property Tax collection has increased tremendously.
4. Work Efficiency, Transparency and accountability increased due to computerization.
5. Communication system improved due to e-mail.

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Case Studies -II



Chhattisgarh – Consulting Services on Institutional Strengthening and Capacity Building for Chhattisgarh state Road Sector

Gaps identified:

1. Manual accounting system
2. Lack of creative road policy to provide a framework for future planning.
3. Lack of understanding of current PWD Organizational Structure and its Functional requirements;
4. Absence of effective Institutional Structure.
5. Procedural delays in administrative processes.
6. Lack of understanding with other agencies involved in the state road management process;
7. Lack of coordination between RMC, PWD and other agencies such as Finance, Chhattisgarh Industrial Development Corporation (CIDC), Transport, Police, Rural Engineering Services, Planning Department and other stakeholders;
8. Lack of a dedicated Road Funding Mechanism.

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Case Studies -II



Problems Faced:

1. A number of potential risks associated that need to be carefully monitored and addressed.
2. Excessive expectations;
3. Resistance to institutional changes;
4. Lack of political will to implement measures;
5. Political interference; and
6. Delays in releasing Project funds.

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Case Studies -II



Goals to be Achieved

1. To establish an effective and efficient institutional structure;
2. To increase the technical and administrative capacity of the Public Works Department (PWD) employees;
3. To adopt and implement internationally recognized procurement procedures;
4. To provide a comprehensive road policy to articulate service standards, specify the role of Government, infrastructure development agencies and private sector;
5. To improve and ensure quality management of construction and maintenance by the departments, especially PWD;

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Case Studies -II



Goals to be Achieved

6. To develop computerized project monitoring and financial accounting systems within a to be established “Agency for Road Development” (ARD).
7. To have an appropriate prioritization framework to balance the resources between economically viable projects and economically unviable but socially justified;
8. To establish a dedicated road maintenance funding mechanism;
9. To establish and implement sustainable strategies for the state road network and transport services in Chhattisgarh;
10. To have a clearer institutional framework for the development of the road sector – clearly describing the role of PWD, infrastructure development agencies, and the private sector.

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**e-Governance
best practices**

e-Governance best practices



Definition:

- Use of Information and Communication Technologies (ICTs) by government agencies for the following reasons:
 - Exchange of information with citizens, businesses or other government departments
 - Speedier and more efficient delivery of public services
 - Improving internal efficiency
 - Reducing costs or increasing revenue
 - Re-structuring of administrative processes
- ICT offers an opportunity for improvement in public service delivery
- Most administrative best practices build upon the process redesign and convergence that ICT facilitates.

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Why e-Governance?



- Good governance is being recognized as an important goal by many countries across the world.
- Freedom of information is being redefined and supported by detailed guidelines.
- The internet revolution has proved to be a powerful tool for good governance initiatives.
- An important dimension of the internet potential is the possibility of providing services any time anywhere. Along with this there is a conscious effort to put the citizen as the centre of focus of the governance.
- Citizens are being perceived as customers and clients. E-governance has to be citizen friendly.
- Delivery of services to citizens is considered as a primary function of the government.
- Particularly the democratic nation of the billion people like India, e-Governance should enable seamless access to information and seamless flow of information across the state and central government in the federal setup

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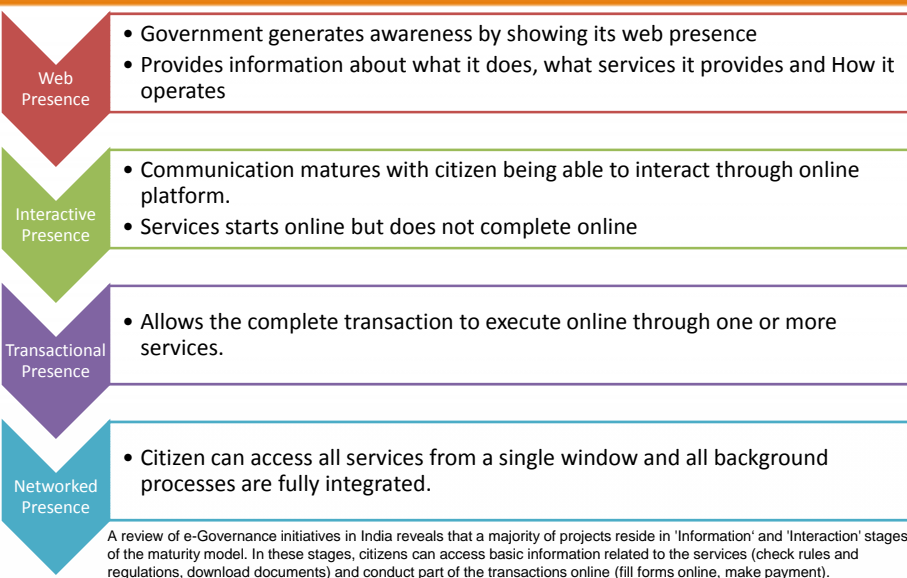


e-Governance best practices

- ICT leads to a transformation in work processes and service delivery, lowers transaction cost with improvement in transparency and accountability.
- It enables transformational change rather than merely technical change.
- e- Governance information systems should not mean electronic reproduction of existing institutional patterns and relations.
- Enable integration of Government processes and communication with access enabled across space and time on an on-line real time basis, with status tracking.
- Help provide minimal public interface for time bound delivery of services, reduction in delay and corruption, improved transparency and help bridge the performance gap.



e-Governance best practices – Maturity Model



e-Governance best practices



National e-Governance Plan (NeGP) aims at making all Government services accessible to the common man in his locality, through common service delivery outlets

- It has 27 Mission Mode Projects and 10 Components



The MCA 21 project's objectives are simplifying forms, making forms e-centric, promoting online transactions, and reaching out to stakeholders



The Passport Seva Project is intended to transform the delivery of all passport related services across the country, with accent on process efficiency, citizen focus, employee productivity and system transparency



Other examples of best practices are the Passenger Reservation System (PRS) and the Freight Operation Information System (FOIS) of the Indian Railways

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e-Governance best practices

Some of the Best practices in States


- e-Seva in Andhra Pradesh
- ASHA Web portal for agriculture business in Assam
- One-Day-Governance in Gujrat through Jana Seva Kendra
- Bhoomi & Kaveri in Karnataka through Citizen Service Centers
- Integrated Workflow System for DTE & HSCE in Hariyana
- Rural ICT access points Akshaya in Kerala
- MAPOnline, Madhya Pradesh
- Sulekha, Plan Monitoring System, Kerala
- PDS Online, Chattisgarh
- Integrated Prison Management System, Jharkhand
- E-Gazette, Himachal Pradesh

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e-Governance best practices - Odisha

e-District :	• Running in Gopalpur RI Circle delivering 5 services
e-Municipality	• Pilot in 44 ULBs
e-Procurement	• Running since 2008 for almost all departments
VATIS	• High efficient in VAT Monitoring
iOTMS	• Running in 30 Treasuries, 125 Sub treasuries and 6 Special Treasuries
VAHAN & SARATHI	• Odisha is the first state to rollout these projects
SAMS	• e-Admission in all colleges n the state
i3MS	• End-to-end Solution for Department of Steel & Mines
OSWAS	• Implemented in 10 Department of Secretariate
e-Shishu	• Covers all schools in the state and now RTE Compliant



Legal Framework for e-Governance



- The Information Technology Act, 2000 was enacted to “... *provide legal recognition for transactions carried out by means of electronic data interchange and other means of electronic communication, commonly referred to as “electronic commerce”*”
- This involve the use of alternatives to paper-based methods of communication and storage of information, to facilitate electronic filing of documents with the Government agencies.
- This is supported by IPC, the Indian Evidence Act, 1872, the Bankers’ Books Evidence Act, 1891 and the Reserve Bank of India Act, 1934
- Thus with the enactment of this Act, Internet transactions will now be recognized, on-line contracts will be enforceable and e-mails will be legally acknowledged.

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e-Governance in Odisha - a case study



e-Governance in Odisha – a case study



- I3MS.. Integrated Mines & Mineral Monitoring System
- Assessment of existing infrastructure & resources
- Gap Analysis
- IT Roadmap Preparation
- Phasing of project milestones
- Inter departmental coordination through front end & backend integration (iOTMS, BAHAN, FOIS etc)
- PMU & PIU Set up
- Regular skill development program
- Technology alternatives identifications for difficult terrains e.g. Mobile/ RFID card etc.
- 24X7 Helpdesk set up for citizen feedback collection & handholding

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Project Background



- ❖ Name of the Project : i3MS
- ❖ Name of the Customer : Dept. of Steel & Mines, Govt. of ODISHA
- ❖ Mode of Project : Turnkey
- ❖ Stakeholders:
 - Ministry of Mines
 - Indian Bureau of Mines
 - Ministry of Forest & Env.
 - Directorate of Explosive
 - Dept. of Steel & Mines, ODISHA
 - Directorate of Mines, ODISHA
 - Directorate of Geology, ODISHA
 - Orissa State Pollution Control Board
 - Mining Circle Authorities (DDM/MO)
 - District Administration
 - Mine Owners (Mineral Producers)
 - Licensee in Mineral Trading
 - Indian Railway Authorities
 - State Transport Authority

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About Department Activity



- Department checks & Control the development of mineral resources of State
- Mines are creating facilities for employment, Socio-economic development & fetching more revenue for the State
- Main functions & activities of the Department are systematic survey & assessment of the mineral deposits of the State
- Department control mines exploitation, administration of mines & mineral concession, enforcement measures for prevention of illegal mining and smuggling of minerals
- Department does the assessment and collection of mining revenue through Royalty per MT.
- The Department follows the Central & State Rule to curb illegal mining

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Feasibility Study



- Study of MMDR Act., ODISHA Mineral Rules, 2007
- Study of various Govt. Authorities involvement in Mines & Mineral Activity
- Study of Mineral Producer & Consumers Activity
- Prepared an feasibility study report for IT Initiative
- Focus to the Major Mineral Circles to Start Pilot
- Define Scope of Work as per the department requirements.

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GAP Analysis



- Govt. grants the Mining Lease & Renewal of Mining Lease
 - No unified database of ML/RML details for Verification
- Govt. provides guidelines on quantity to excavate & Permitted overburden
 - Though Monitored but actual production & dispatch not checked
- Lessee excavates & keep in stacks for chemical analysis (Quality Gradation)
 - Imaginary Stack and the Risk handled by Govt. Departments
- The quality & quantity of stack is recorded by Govt.
 - OB & CB of mineral stacks are not cross checked with dispatch
- Govt. issues Transit Permit with specified quantity to Lessee & Licensee
 - No system to cross check the previous records before issuance

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GAP Analysis



- For Transportation of mineral Govt. issues Transit Pass (TP) to Lessee
 - TP issued at Mines weighbridge & pass utilization report reaches at DDM office after 1 Month
- Govt. collects Royalty based on the quantity & quality of the mineral transported.
 - No synch between the quantity ...
 - Produced, Transported, Received
- As there are many stake holders are in mining activity, so each tries to take advantage of these loopholes
- To eliminate such problems indicated, we proposed solutions through ICT Interventions
- Prepared DPR to understand details about each activity

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Department Initiative



- Department plan for IT intervention on 25th May 2010 to bring in mines & mineral reforms
- Plan is to sensing, control & making plan for the Mining Activity
- Required to minimize manual intervention for better productivity & continuation
- Increasing efficient monitoring, transparency and competitiveness
- To capture statutory Information's of Lessee & Licensee, which was scattered among various offices like Collectorate, DFO, Directorate , Department etc.
- Making Transparency in checking all Central & State rules before approval of permit
- Brought better Clarity and definitions of the complex Mining rules were often misinterpreted and not uniform in all the Field Mining Offices.
- Improvisation on information sharing of mineral Transportation through Road/Rail/Port
- Able to monitor despatched quantity of ore vis-à-vis the produced quantity for months.

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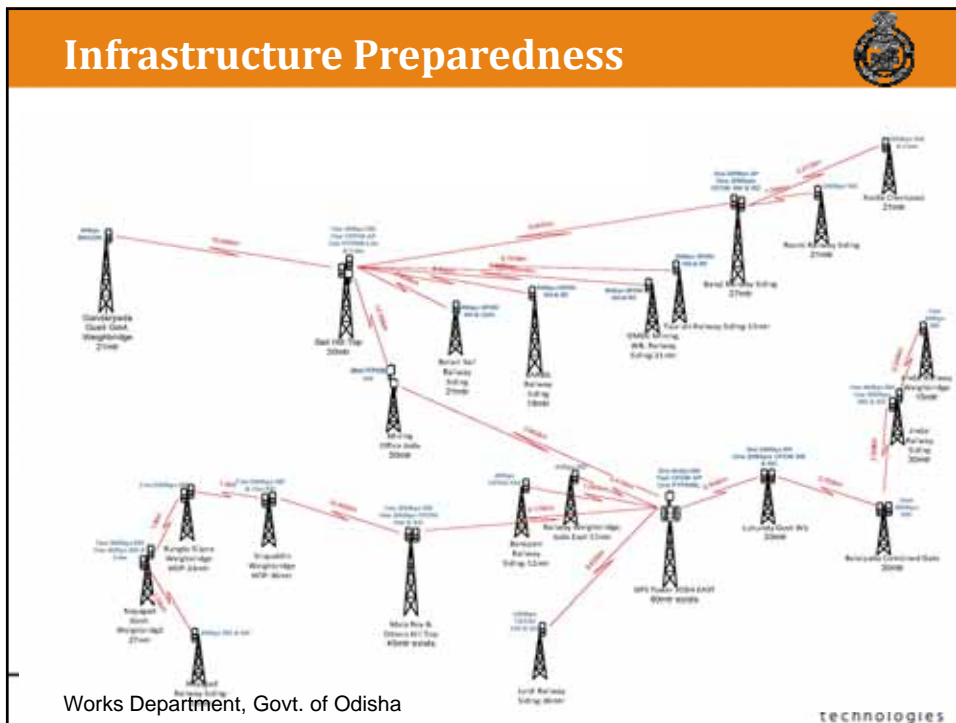
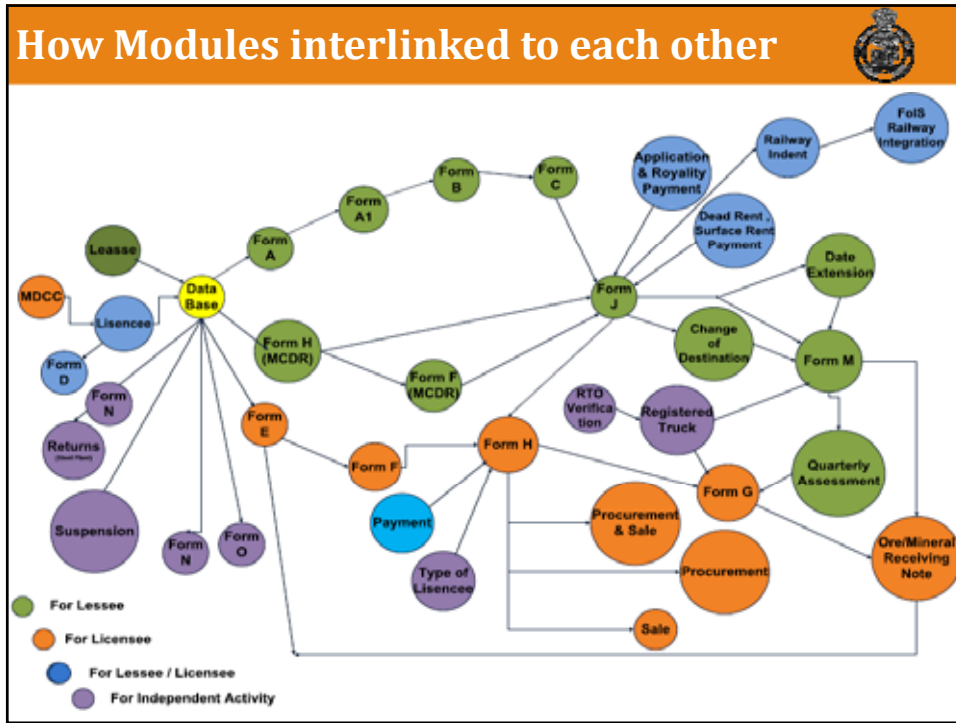
Proposed Plan for effective monitoring



- Setup State PMU for controlling Field offices
- Defining Scope of Work for development of software tool
- Unique identification of lessee/licensee
- End to end accountability of the Mineral Movement
- Reengineer & Simplify the process of reports & returns online with strict adherence to the Acts & Rules
- Enact IT based standard operating procedure for all Govt. mining officials to avoid delay & favoritism
- Open all transaction of Minerals to Citizens for transparency

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Mines Lab in all 14-circles



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Milestone



- Infrastructure Development of State PMU
- Unique Codification of Lessee/Licensee & Creation of MIS Database
- Infrastructure Development of 14-Mining Circles & Manpower Deployment
- Validation of MIS Database with Govt. Record
- Integration with SSL & Digital Signature
- Online Payment Through Cyber Treasury
- Pilot Testing of i3MS BETA Version with 4-Mines
- Pilot Testing of RFID Card as alternative solution

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Milestone

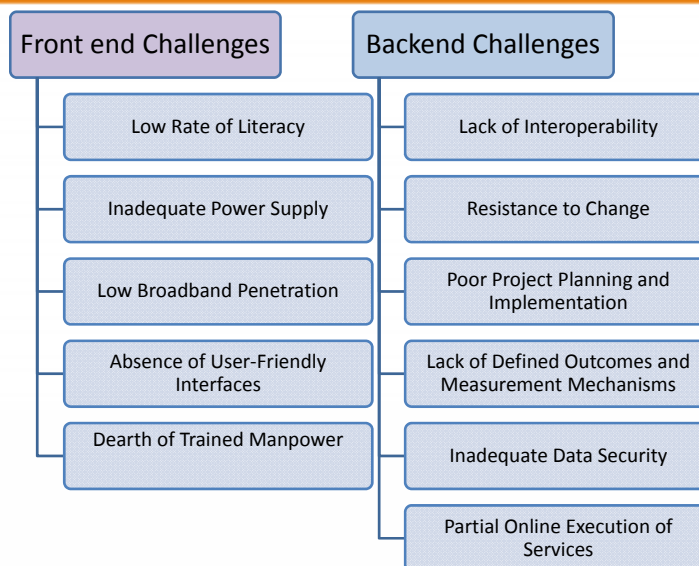


- Integration of i3MS to STA Database for Truck Validation
- Integration of i3MS to Railway Database (FOIS)
- Module Training at Circle Mining office through train the trainer mode
- Module Rollout at the Production Server
- Set up Toll free Enquiry Help desk operational at Central Helpline of Orissa Govt. “ Sanjog “.

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Challenges



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