

## Chapter 25

### *iON4 Project*

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#### I) OVERVIEW

State is keen to **enhance** quality of service rendered to community. To enhance the quality level, State Government is trying to bring **transparency** as much as possible for Developmental Project under Decentralized District Planning so that various schemes get implemented timely and successfully.

The major objective of this system is to **spread messages** that *iOjN* process **bridges the gap** between so many activities in society for harmony viz from the primary education to the social gathering for senior citizen. This also indicates that for all citizen, from their childhood to end of life span, *iOjN* is required. Before making system functional, in depth discussion on **issues** and **benefits** was carried out in couple of meetings. MLAs, MPs, President of District Panchayata , President of Taluka Panchayata TDOs, COs, head of departments as well as public representatives were consulted for preparing system design & flow.

- Starting from the proposal, system takes care up to completion of work through the following stages:
  - Submission of Proposal,
  - Acceptance of Proposal,
  - Details of Plan Estimate,
  - Administrative Sanction,
  - Allocation of Grants,
  - Expenditure and Details of UTC are the main component of the system.
- Unnecessary **transition delay** in grant or acceptance process is almost negligible.
- As the application maintains the related parameters of Developmental
- Projects in the electronic storage system, **quick retrieval** process helps in the **timely analysis of data** and **need base report** generation and action will be taken accordingly which reduces the administration cost.
- *iOjN 4 Planning* system also helps in **file tracking system**.

Beside this, Sector wise and Sub-sector wise report generation have much importance in **formulation of policy**. These facilities have also been incorporated with the multiple alternative with graphical presentation. By **inclusion** of such kind of crucial parameters in **iOjN 4 Planning** system helps to make **stronger** Decision Support System.

**iOjN 4 Planning** has introduced in Junagadh district on **pilot basis** since 2007. Successful implementation of **iOjN 4 Planning** software in Junagadh district, State Administration has taken decision to **rollout** the software application in **entire state** and it is being implemented in almost all districts of the state from current financial year.

## II) RESULT INDICATORS

### 1. Key Performance

#### a. Stakeholder services and benefits achieved through ICT interventions

- All concern government offices & elected representatives and citizen have the access of the important parameters of Developmental Projects sanctioned under Decentralised District Planning Schemes & MPLAD Programme.
- Customized report generation has been done to **suffice** the administrative requirement, political requirement, report writing requirement as well as citizen requirement.
- Bulletin Board : To broadcast instructions and important messages.
- Online help, Online User Manual have been Synchronisation in system software.
- Meeting Agenda as well as Meeting Proceeding for **District Planning Board**, a **high power committee** for Decentralised District Planning have been synchronized in system software.
- On line review process: All sort of review process is being done online.
- Dynamic Query Module: Every stakeholder has access of Dynamic Query Module by selecting specific scheme, financial year, and district. taluka, implementing officer, head and subhead of Developmental Project, date of proposal, date of administrative approval etc. By utilizing selection criteria, **iOjN 4 Planning** software gives all key parameters of Developmental Projects of interest in main screen.
- Now a days there will not be any need of multiple visits / inquiry to multiple offices to get updated status of Developmental Project with respect to question asked in **legislative assembly / parliament** as system software support **Dynamic Query Module**.
- Flexibility to update master viz add the village name, implementing officer is given to District Authority while, MP MLA name master is updated by State Authority.

*b. % of services covered as ICT interventions*

All schemes under Decentralised District Planning are covered.

Customized report generation has been done to suffice the administrative requirement, political requirement, report writing requirement as well as citizen requirement.

Various important activities covered in the system are as under:

- Submission of proposal
- Online principle approval
- Details of technical sanction of plan estimate
- Administrative approval

### Financial Monitoring Mechanism

MIS is generated in such a way that it is also also utilized as financial monitoring purpose such as

Grant allocation

Report of the leftout grant allocation

Booking of expenditure with uploading of phase wise photographs.

Issuance of grant utilization certificate.

% of physical achievement

% of financial achievement

Generation of MPLAD cheque book

Generation of MPLAD cash book

Report of the leftout issuing of cheque

### Monitoring Mechanism

Online pendency stage wise at all stakeholder level.

Online pendency run over stipulated time limit.

MIS at all stakeholder level.

Sector wise sub-sector wise report.

### Information access to common public

Open access is given to the citizen. To access specific information related to Developmental Project, citizen has to give only identification number of Developmental Project. After submitting identification number, all kind of Key parameters is displayed. If citizen want to get information in different manner, for example what are Developmental Project sanctioned during specified financial year, by utilising selection criteria he/she can get the summary of these Developmental Projects at taluka level, village level and there after all related parameters of concerned Developmental Project.

On Pilot basis Implementation Date	Entire Junagadh District, April - 2007
DPO at District Level	For monitoring of Developmental Projects To give principle approval, administration approval, financial approval
Taluka Planning Committee at Taluka Level Implementing Officer level	To raise proposal under various scheme  Details pertaining to plan estimate, technical sanction and update status of Developmental Projects.
MP/MLA level	To propose the Developmental Project To know update status of Developmental Project

Summary of the Developmental Projects for Junagadh District

		(Rs. in Lakhs)					
No.	Name of Scheme	2007-08		2008-09		2009-10	
		Financial Layout	No. of Developmental projects	Financial Layout	No. of Developmental projects	Financial Layout	No. of Developmental projects
1	2	3	4	5	6	7	8
1	MPLAD (Loksabha)	200.00	151	200.00	122	100.00	3
2	MPLAD Rajyasabha (Kesubhai Patel)	200.00	69	0.00	0	0.00	0
3	MPLAD (Rajyasabha Suryakantbhai Acharya)	200.00	85	200.00	58	0.00	19
4	15 % Discretionary	597.94	396	447.70	422	481.81	417
5	5 % Incentive	45.59	44	45.59	28	45.59	28
6	Special Backward Ghed Area	6.09	9	6.09	9	10.44	13
7	MPLAD	500.00	637	500.00	604	500.00	435
TOTAL		1749.62	1391	1399.98	1243	1137.84	915

c. Geographical Spread in the State achieved

Roll out Date	August - 2009
GAD (Planning) and CMO at State Level	For monitoring of Developmental Projects Formulation of Policy.
DPO at District Level	For monitoring of Developmental Projects To give principle approval, administration approval, financial approval
Taluka Planning Committee at Taluka Level Implementing Officer level	To raise proposal under various scheme  Details regarding plan estimate, technical sanction and update status of Developmental Projects.
MP/MLA level	To propose the Developmental Project To know update status of Developmental Project

### **Road Ahead:**

- Linkages with the MPLAD database
- To make system fully paperless with biometric authenticity
- To give interface to public for suggesting the Developmental Project.

### **2. Efficiency improvement**

#### *a. Time saving / improvements in the delivering the above set of services.*

- Tracking of project activities are required to smoothen the execution of field activities of Developmental Project such as approval of project proposal, preparation of plan estimate, technical sanction etc..
- Any **delay** in process of execution of Developmental Project can be trace out by this software application. This results into **rectifications process** required if any is taken care for specific Developmental Project.
- Online submission of proposal for Developmental Project, online sanction of Principle Approval, Administrative Approval, Financial Approval, online booking of expenditure occurred has reduced the time involvement for the same in comparison with the existing system. Diversion of surplus time should be **utilise to enhance quality** of Developmental Project.

#### *b. Cost savings for delivering above set of services.*

- The status of the Developmental Project of interest is available through the software from the **near by place** accessing through SWAN/internet connectivity, so that the collection of the required information from various offices is not required now a days. This has reduced the time & cost involved for the same.
- Elimination of submission process of MPR to District Authority by implementing officer has curtail typing & Xeroxing of MPR.
- Typing and Xeroxing for the purpose of submitting MPR is almost stopped due to online review process. This **reduces** the recurring expense say approximate Rs. 1 lakh per annum / middle size district.

#### *c. Time Saving for availing the services (reduction in cycle time)*

Now a days there will not be any need of **multiple visits / inquiry to multiple offices** to get updated status of Developmental Project of interest. Citizen are very much happy to get **quick response** for information pertaining to Developmental Project of interest from nearby internet/swan access point.

#### *d. Cost Saving for availing these services*

This software application developed and hosted on net, so that the time & cost associated with the collection of information pertaining to Developmental Project is reduced drastically & all most comes down to zero.

### III) ENABLER INDICATORS

#### 1. *Processes*

##### *a. Major front end process changes and implemented*

**Process reengineering** has been done. Systematic work flow designed for proposal, Principle Approval, Technical Approval, Administrative Approval Grant Allocation, and Expenditure occurred, Completion of work would **eliminate** unnecessary delay in implementation.

**Updating** indicators of Developmental Project are only done by the **responsible** stakeholder and other stakeholder have only access to see information , system does not **permit** any kind of **alteration** by the unknown user as well as stakeholder who does not have rights for the same.

##### *b. Major back end process changes and implemented*

Depending on geographical situation & other developmental parameters , every middle size district has approximate 70 to 100 users in all stakeholder and approximate 1500 to 1800 developmental project on their hand in each financial year. Time span of grant utilization is at least 2 years. Due to these phenomena, compilation process becomes **tedious** and **time consuming**.

For this reason, each district needs one dedicated manpower to prepare meeting agenda & proceedings of Implementing Officer Meeting, Executive Planning Committee Meeting and District Planning Board Meeting, and information as per the requirement of district administration.

As *iOjN 4 Planning* software **generate** MPR & other required information electronically, the requirement of **dedicated manpower** as well as **dependency** on him is not a question now a days.

On line review process: As all sort of review process is being done online, pre schedule time slot is not required.

#### 2. *People and Resources*

##### *a. Project management & Monitoring – Full time team in place*

The software development is done in house with help of NIC. To help in operationalisation of software application, training for all concern users has been imparted through interactive workshop.

Team Member : Shri V. N. Mayara, Principle Secretary (Planning)  
Shri Rajnish Mahajan, State Informatic Officer  
Shri Ashwini Kumar, Ex- District Magistrate, Junagadh  
Dr Hiten Parakh, District Planning Officer, Junagadh  
Atul Khurti, District Informatic Officer, Junagadh

*b. Achievements of training of internal & external members on the new system*

To roll out **iOjN 4 Planning**, various actions have been taken

- Development of User Manual
- Development of Talim Module
- Trouble Shooting Process

User Manual covers :

- the objective of system,
- importance of bulletin board,
- stakeholder and their responsibilities,
- data entry module,
- dynamic query module,
- administraton module as well as common access to the citizen to obtain speedy and accurate information pertaining to Developmental Projects.
- For the purpose of capacity building, Talim Module has been arranged at three stages At state level, Regional level and District level
- In the interactive Talim Module, emphasis is given to interest of stakeholder.
- It covers the objective of system, data entry & system effectiveness.

Trouble shooting Process : Interactive help menu has been synchronised to resolve any kind of query arise by stakeholder. The help menu is reviewed daily by the DPO - Junagdh and DIO- Junagdh and gives the appropriate responses to the information seeker. Trouble shooting is also done through Net Meeting.

Before rollout the application in entire state, **interactive workshop was** conducted at state level, regional level and at district level. Some of the **important suggestions** which are incorporated after these workshops are as under:

- MIS development at GAD (Planning) and CMO level
- Synchronisation of Meeting Agenda & Proceeding
- Physical Inspection report of Developmental Project by authority

*c. Change management strategy defined and implemented*

All responsible stakeholder are instructed to use the software application and give their feed back on **result utility**. This approach for the **imparting** training has helped for the acceptance of the system.

Responsibility has been assigned to **update** status of only related parameters by **responsible stakeholder** only & rest of the things taken care by system itself.

On line review process: All sort of review process is being done online. **Pendency report** (Niyat Samay Maryada) is generated for activities **run over** stipulated time period.

*d. Leadership support ( Political, Bureaucratic) and its visibility*

Request from the District Magistrate to the all concern stakeholder group to **utilise** the software & update relevant parameters of the Developmental Project has helped both, administration and stakeholder, as utility of the software has **reduced** their **time involved** for monitoring & reviewing the Developmental Projects allocated to them.

*e. Financial Model ( Funding pattern , Business model PPP etc) defined and implemented*

As project is operationalised in house, no additional finance is required so far, but utilization of the software application has reduced the recurring expenses required for the same.

*f. Project Sustainability*

Project is operationalised through SWAN as well as internet. The storage of Database kept with State Data Center. All important offices at district level as well as taluka level are connected through SWAN. Villages are also connected through SWAN. For this reason the accessibility of any kind of information regarding parameters of Developmental Project is made available at 24 \* 7 hours a week.

User friendly approach in the development of Software Application and imparting training to all stakeholder has increase the acceptance of the changing environment.

### **3. Technology**

*a. Disaster Recovery & business continuity plan defined & implemented*

As the database is stored at State Data Center, backup is being taken at regular time interval.

*b. Technological solution cost effective and maintenance over time*

User friendly approach  
Easy to retrieve information  
Reduction in recurring expense  
Reduction in time involved for data management at all stakeholder level  
Easy accessibility of required parameters of Developmental Project.

*c. Security and confidentiality standards defined and implemented*

All stakeholders have been assigned to user id & password with appropriate rights. Only responsible stakeholder can update the information pertaining to the key parameters of developmental projects which ensure reliability and confidentiality at implementing level.

As soon as proposal is made, unique identification number is generated

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