

A person wearing a blue uniform is holding a tablet. The tablet screen displays a bar chart with several blue bars of varying heights. The background is slightly blurred, showing more of the person and the tablet.

BEST PRACTICES

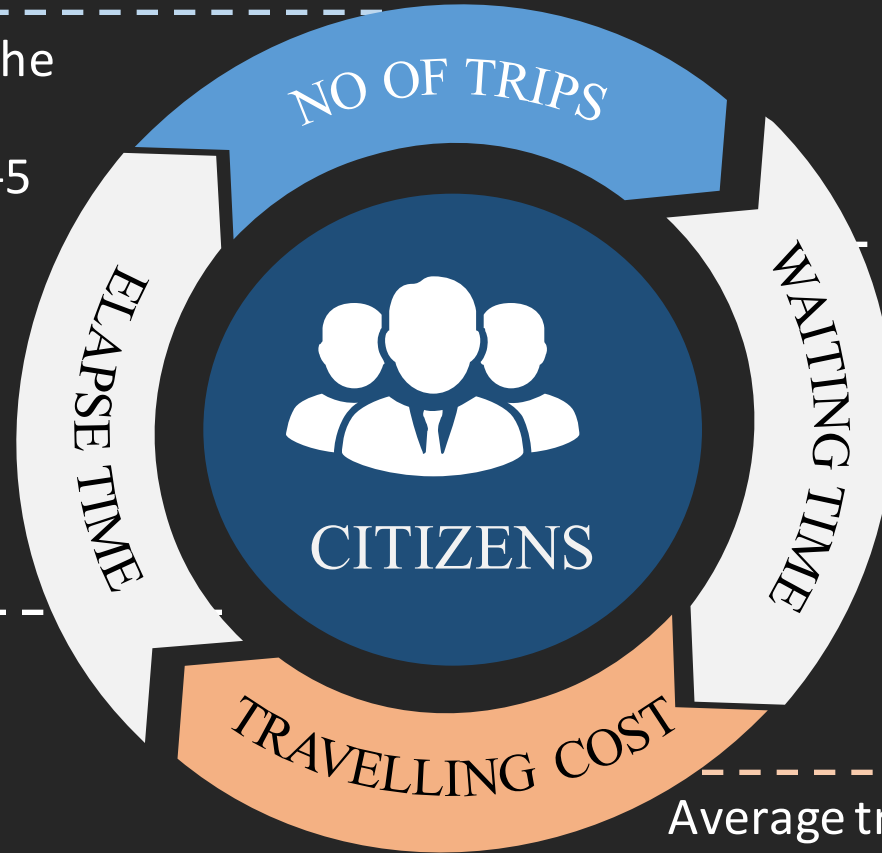
DEPARTMENT OF INFORMATION & COMMUNICATION TECHNOLOGY

PRESENTED BY DR. LALTHLAMUANA, CIO, ICT

CITIZEN PERCEPTION ABOUT PUBLIC DELIVERY SERVICES

CITIZEN FACED LOT OF ISSUES FOR AVAILING GOVERNMENT SERVICES

Number of trips made by the Citizen for obtaining the service is approximately 4-5 days



The average waiting time in each trip is approximately 2-3 hours.

The total time elapse in availing service is approximately 15 days

Average travelling cost by the citizen to avail the services is approximately Rs. 200-500/-



VISION

To make use of ICT as transformational tools for Government service delivery system.




OBJECTIVES

To radically improve service delivery system in all Government Departments



GOALS

- Reduction of number of trips, waiting time, travelling expenses for citizen to avail the services.
- Increase transparency and accountability in service delivery system.
- Easy access to Government services by the common people with minimum procedural formalities through authorized service centers.



MIZORAM

[Service Catalogue](#)

[Application Forms](#)

[Login](#)

[Transaction Report](#)

[Government Notification](#)

[Application Status](#)

Welcome to e-District
Mizoram is a mountainous region which became the 23rd state of the Indian Union in February, 1987. It was one of the districts of Assam till 1973 when it became a Union Territory. [More...](#)

e-DISTRICT PROJECT

DEPARTMENT OF INFORMATION & COMMUNICATION TECHNOLOGY

Government of Mizoram



सत्यमेव जयते

PRE AND POST DEPLOYMENT OF E-DISTRICT

THERE ARE MANY SIGNIFICANT BENEFITS TO BOTH CITIZEN AND GOVERNMENT

PARAMETER CRITERIA	BEFORE E-DISTRICT	AFTER E-DISTRICT
Number of Trips	4-5 Times	1-2 Times
Average Travelling cost	Rs. 200-500	Reduced to Rs. 50
Average Waiting Time	2-3 Hrs	30 Minutes
Estimated Wage Loss	4-5 Daily Wages	1-2 Daily Wage (Max)
Elapsed Time	5-10 Days	1-2 Days

COST EFFECTIVENESS OF THE PROJECT

ENSURING EFFICIENCY AND EFFECTIVENESS OF THE PROJECT AT AN AFFORDABLE COSTS

Saving to Citizen

Process: Certificate

	Manual Process	Online Process	Saving
Travelling Expense	Rs. 400	Rs. 50	Rs. 350
Wage Loss	Rs. 1200	Rs. 200	Rs. 1000
Photocopy of Documents	Rs. 20	-	Rs. 20
Government Fee	Rs. 10	Rs. 10	-
Service Charge	-	Rs. 20	Rs. 20
Total Money Spent	Rs. 1630	Rs. 280	Rs. 1390

For 50,000 Certificates Transaction per annum, the total saving by the Citizens is Rs. 695 lakhs per Annum.

COST EFFECTIVENESS OF THE PROJECT

ENSURING EFFICIENCY AND EFFECTIVENESS OF THE PROJECT AT AN AFFORDABLE COSTS

Saving to the Government

Process: Certificate

Stationery
Remuneration & Wages
Registered Mail/Courier Charges
Food & Beverages
Contingent expense
Total Money Spent

Manual Process	Online Process	Saving
Rs. 20	Rs. 10	Rs. 10
Rs. 350	-	Rs. 350
Rs. 50	-	Rs. 50
Rs. 50	-	Rs. 50
Rs. 20	Rs. 20	-
Rs. 490	Rs. 30	Rs. 460

For 50,000 Certificates Transaction per annum, the total saving by the Government is Rs. 230 lakhs per Annum

KEY LEARNINGS

MOST IMPORTANT LEARNING OBJECTIVES OF THE PROJECT

STRONG PROJECT MANAGEMENT

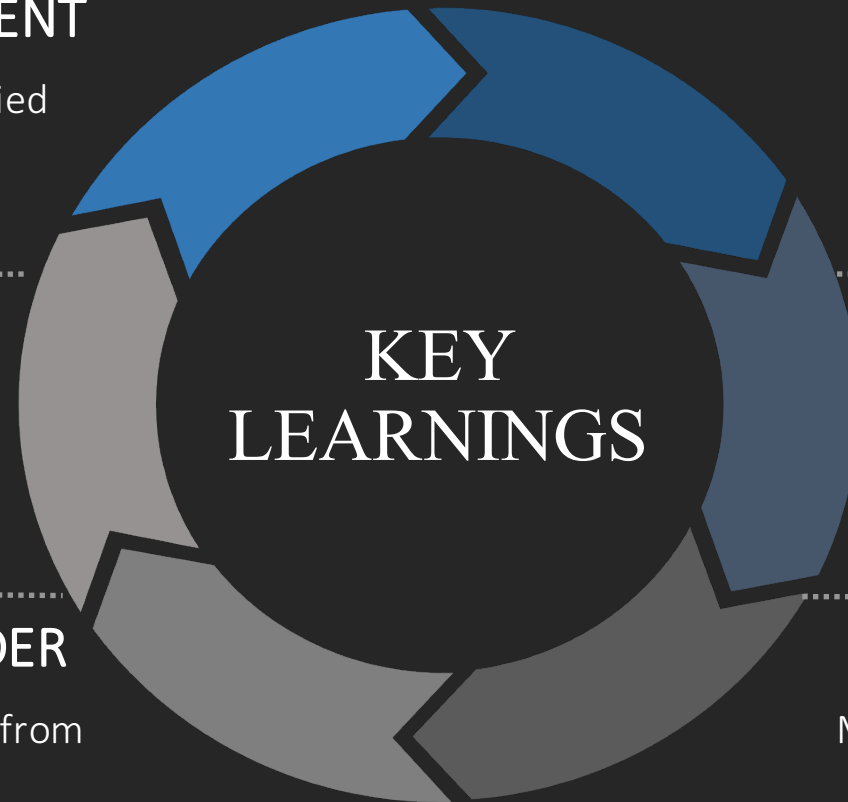
To complete the project within the specified timelines.

CHANGE MANAGEMENT

Government employees to be trained thoroughly especially Block level employees.

INVOLVEMENT OF STAKEHOLDER

Co-operation of stakeholder is important from the start of the project.



GOOD CONNECTIVITY

Good Internet/Intranet connectivity is important to provide various services to the Citizens.

MORE SERVICE DELIVERY OUTLETS

Sufficient service delivery outlets like CSC/RIK needs to be setup in every villages.

ADEQUATE COMMUNICATION

Meeting to be conducted regularly to resolve the issues . The project management team and Stakeholder should frequently meet.

FUTURE ROADMAP

- SUSTAINABILITY OF THE PROJECT IN THE LONG RUN

SUSTAINABILITY

Program Sustainability
Human Sustainability
Financial Sustainability.

INCREASE SERVICES

Increase Government services
Integrate more application.

INCREASE DELIVERY CHANNEL

Increase Service Delivery Outlets like CSCs/RIKs
Introduce e-Wallet to enable to pay from Home
Introduce Mobile Platform



Government of Mizoram

Content Management System

Project Objectives



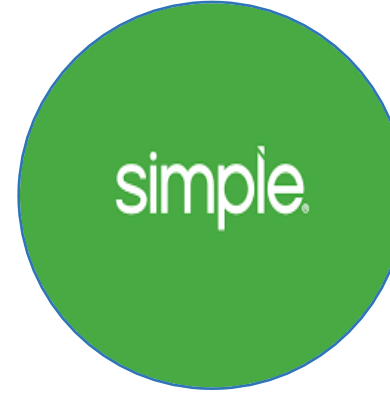
Efficient System

1. To disseminate information
2. Resulted in reduction of workflow
3. Transparent and accountable
4. information dissemination process



Common GUI

- 1 Citizen could be able to identify government and other websites.
- 2 Easy to know the owner.



Simple Design

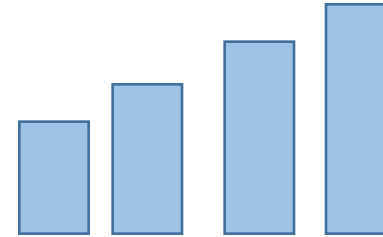
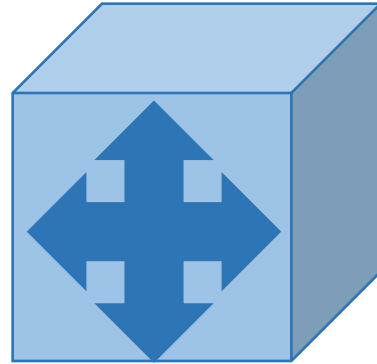
- 1 Front End – Easy to use for citizen
- 2 Back End – Department centric design.
- 3 User friendly websites for departments, PSU, district and block level offices



Grievance System

1. Live Chat System
2. This system enables user to post grievances

Project Objectives



Modular Design

1. New functionality could be added as modules when it is required

Secure System

1. Citizen could be able to identify government and other websites.
2. Easy to know the owner.

E-GOV Maturity Model

1. Information Dissemination
2. Interaction
3. Transaction
4. Transformation

Govt Guidelines

1. To comply Govt Web Guidelines, department are advised to achieve the guidelines



FEATURES

01 G2C Modules

- + Public Grievances
- + Digital Document
- + Press Release
- + Government News
- + Photo Gallery
- + CSC GIS Mapping
- + PHE SMS Blast
- + Notifications

- + e-Tender
- + Quality Management System
- + e-Gazettes
- + Forensic Laboratory
- + Circulars & Orders
- + Events
- + Notifications

02 G2G Modules

03 Management Modules

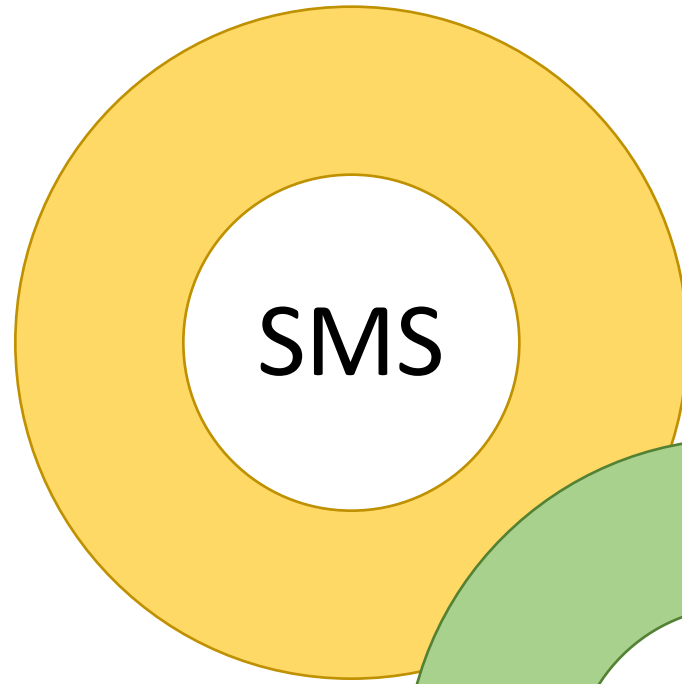
- + Access Control
- + Template Management
- + Modules Management
- + User Management
- + Block Management
- + Page Management
- + Post Management
- + Menu Management

- + Integrated SMS Gateway
- + e-Mail Facility

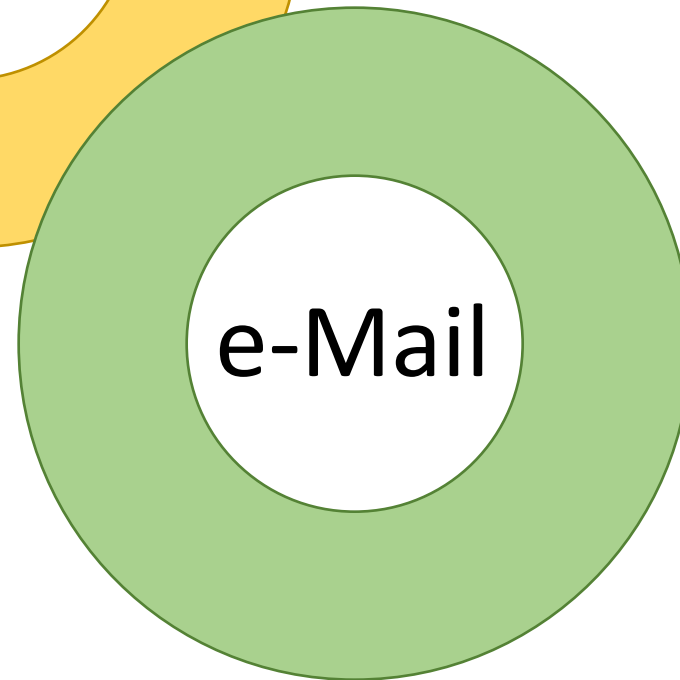
04 Advisory Modules

MODULES

Advisory Modules

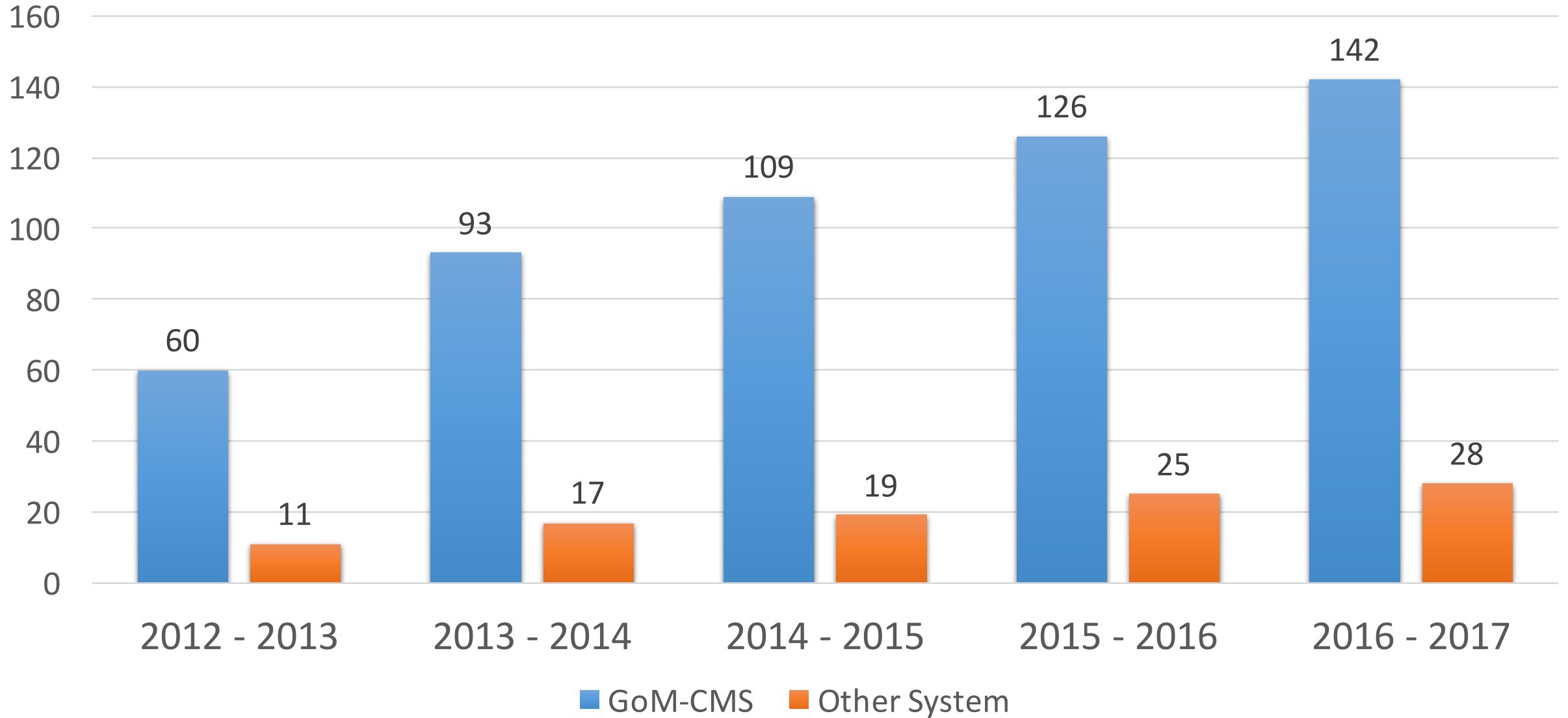


SMS Gateway is integrated in Government of Mizoram Content Management System to provide easy push service.

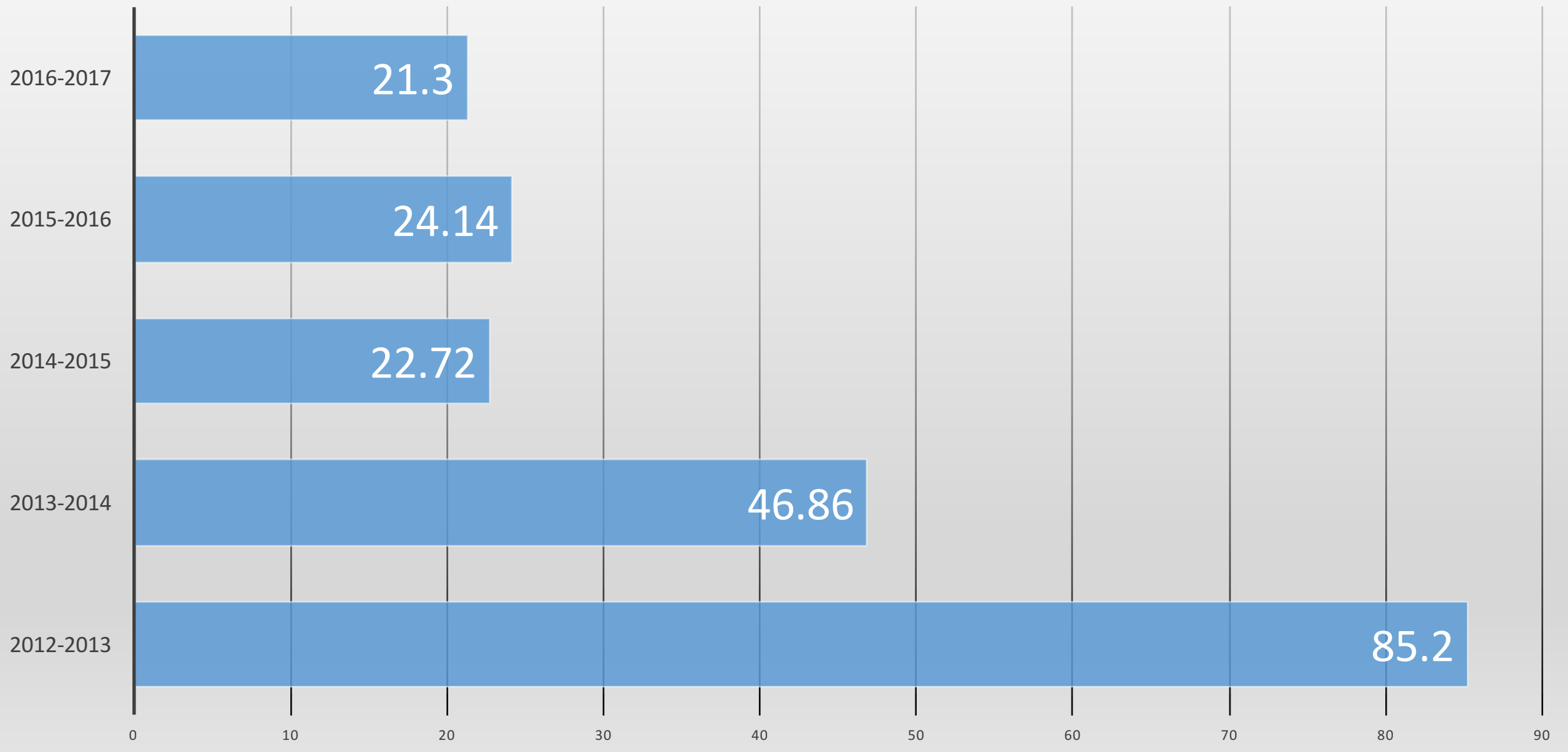


E-Mail facility is provided in Government of Mizoram Content Management System for easy mailing of members.

GoM CMS vs Other System



Money Saved (In Lakh)



Money saved: **Rs. 201.64 lakh**

Provided free of cost!

GOM CONTENT MANAGEMENT SYSTEMS

KEY LEARNINGS

VISUAL IDENTITY OF GOVERNMENT IS CREATED



IDENTITY

IMPLEMENTATION OF SMS GATEWAY FOR NOTIFICATION AND ALERT



SMS GATEWAY

DYNAMIC SYSTEM SUCH AS PAGE, MENU, FORM ETC. ARE INTEGRATED



DYNAMIC

PUBLIC GRIEVANCE THROUGH SOCIAL MEDIA

GRIEVANCE

REDUCE TIME



REDUCED TIME AND TASK FOR MAINTENANCE

MONITORING



MONITORING OF SAME SYSTEM IS EASIER

CAPACITY BUILDING



EASY CAPACITY BUILDING

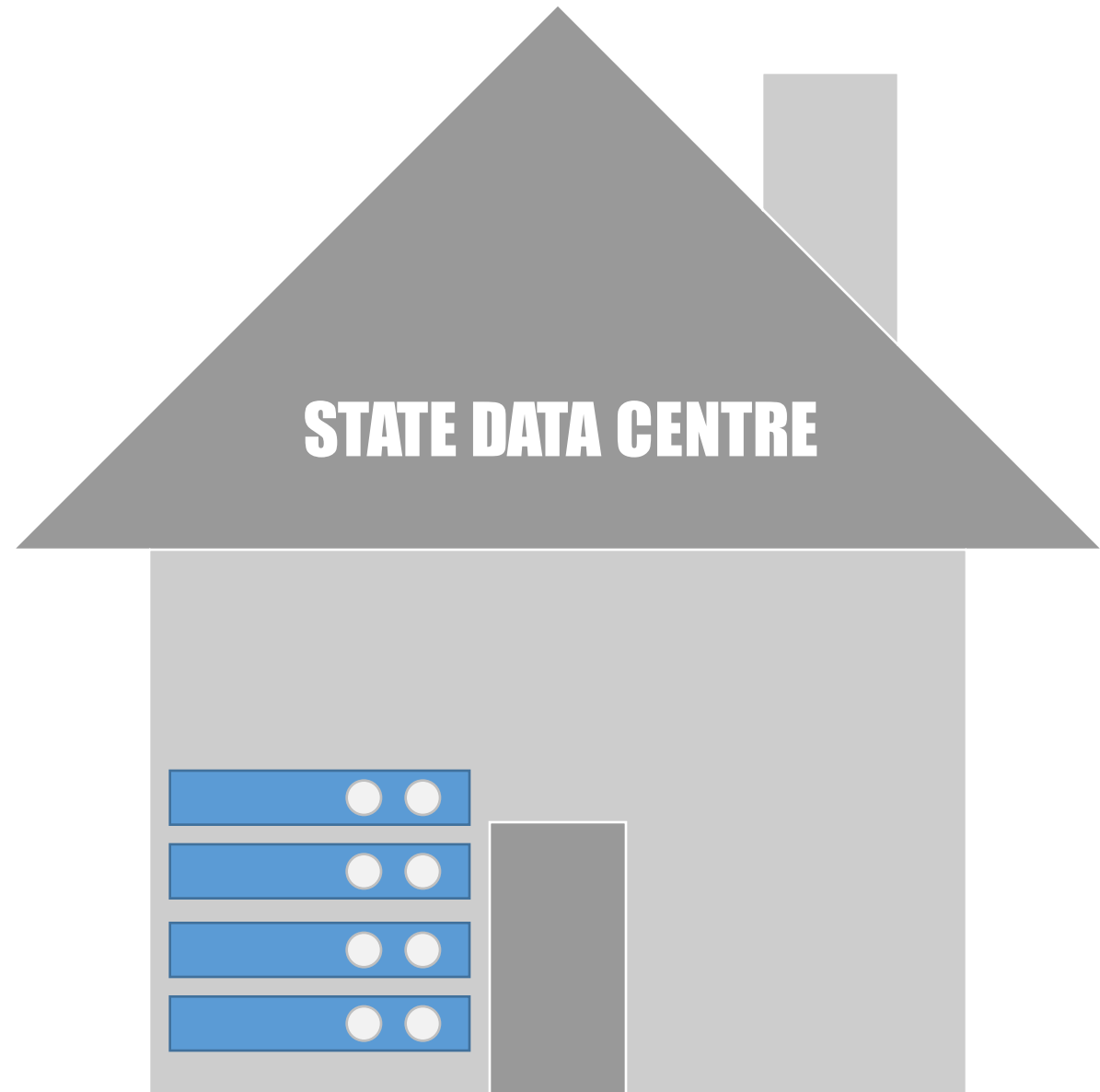
EASY UPDATE



EASY UPDATE OF CORE SYSTEM

99.86% Uptime

24X7 Support



DEPARTMENT OF INFORMATION & COMMUNICATION TECHNOLOGY

INVENTORY MANAGEMENT SYSTEM

INVENTORY MANAGEMENT SYSTEM

OBJECTIVE

To create integrated platform for management & requisition of office inventory items and maximize efficiency and validation by process automation through ICT



TRANSPARENCY



EFFICIENCY(TIME)



EFFECTIVE RESOURCE UTILIZATION



EMPLOYEE SATISEACTION



MULTIPLE

Themes
Languages
Stores

01

MULTI-SUPPORT



ONLINE

Indentation
Approval
Dispatch

02

CONNECT
ANYWHERE



REPORTS

Indent
Damage
Requirement

03

REPORTS
& STATISTICS



MANAGE

Low Stock
Damaged Stock
New Stock

04

STOCK
MANAGEMENT



NOTIFY

Indent
Approval
Dispatch

05

SMS
NOTIFICATION



PRE AND POST DEPLOYMENT OF INVENTORY MANAGEMENT SYSTEM

	Pre (Manual)	Post (IMS)
Indenting	1 Day	5 minutes
Dispatch	1 - 3 Day	5 minutes
Stock Status	1 Week	5 minutes
Requirements	N/A	Automatic with indenting
Damage Reports	N/A	Storekeeper (5 minutes)
Purchase item information dissemination	N/A	SMS / Message
Indent History	N/A	2 minutes
Printing Forms / Chit	Major Expenditure	Eliminated

THANKING YOU



- KEY ENABLED TO START JOURNEY

GOVERNMENT OF MIZORAM, DEPARTMENT OF
INFORMATION & COMMUNICATION TECHNOLOGY