PRESENTATION LINE UP

1. e-Office implementation in J&K
2. Empowerment (Portal)
3. Awaam Ki Awaaz

MR. AMIT SHARMA (JKAS)

SECRETARY IT DEPARTMENT,
GOVERNMENT OF JAMMU AND KASHMIR

CEO, JAMMU AND KASHMIR
e-GOVERNANCE AGENCY (JaKeGA)
DIGITAL TRANSFORMATION

1st

e-office
Electronic Office (e-Office)

Jammu and Kashmir e-Governance Agency (JaKeGA),
Information Technology Department, J&amp;K.
**HISTORICAL RECAP**

1. **Darbar Move**, a 149 years old practice to **switch between the capitals**, to escape from **harsh weather conditions**.

2. **Official documents** and **equipments** used to **move between the capitals** bianually.

3. **Hundreds of trucks** used to **transport** the items packed in **metallic trunks** and **cartons**. **Accommodation** was arranged for the **migrating employees**.

4. Every year this practice **would cost Rs. 80 crore**.
1. **Accumulation** of large number of files over a period of decade that **needed** to be transported biannually.

2. **Frequent movement** and transportation **caused damage to the files** and sometimes **important documents were lost in transit.**

3. **Substantial Money** was spend on **movement of files** in a **safe and secure** manner. Hundreds of **trucks** were **escorted** by forces throughout the journey.

4. This practice **caused inconvenience** to the **general public** as this movement of files would disrupt the working for a half month in a whole year.
A JOURNEY TOWARDS e-Office

STAGE 1
SCANNING OF FILES

The primary milestone in the journey towards achieving a complete e-office in J&K was to ensure the digitization of all the existing files.

Centralized Scanning Center was setup in Civil Secretarial Jammu. The offices functioning outside the premisis of Secretariat, the facility was provided at multiple locations.

STAGE 2
OCR AND PDF

Scanned files needed to be processed via an OCR pipeline. Optical Character Recognition ensured complete digitization and provided ability to search through these documents. Finally scanned files were converted into portable document formats PDFs.

5,00,00,000
5 CRORE plus pages scanned
A JOURNEY TOWARDS e-Office

NETWORK TO DATA CENTRE

These **PDFs** were then moved through a secure network and **stored in SDC** (State Data Center).

STAGE 3

STAGE 4

MIGRATION

This **data** which was allowed to **accumulate** in **State Data Centre** was then **migrated to DMS** (Document Management System).

Dedicated MPLS link established to connect various offices outside the premises of Civil Secretariats.
IMPLEMENTATION

LEADING THE DIGITAL TRANSFORMATION

Jammu and Kashmir e-Governance Agency (JaKeGA), ITD ensures the functioning of e-office in all the administrative departments of Civil Secretariat.

- e-Office enablement in Administrative Departments
- Files Scanned in percentage
- Files Migrated to e-Office (Secretariat)
- Employees trained to use e-office
- Disaster Recovery Centre outside J&K

Dedicated MPLS Link for various offices

100%
UPCOMING CHALLENGES

Onboarding of Non-Secretariat Move Offices.
1. Scanning of their existing Records.
2. Ensuring proper connectivity.
3. Training and Handholding.

E-OFFICE IN NUMBERS

- Creation of New Files: 50,000+
- Movement of Files: 10,71,592+
- Online Trainings Conducted: 150+
- Classroom Trainings Conducted: 96
- Outside Offices on e-Office: 239

WE TAKE SECURITY SERIOUSLY

e-Office implemented in J&K requires users to pass two factor authentication 2-FA which is more secure than just credential based logins.
WAY FORWARD

- Scanning of remaining files
- One Network to all Offices (VPN)
- Enablement of e-Office for all.
- Training and Handholding
- Common Platform as IT Service.
Bi-annual Darbar Move, workers carrying metallic trunks to transport files and equipments
DIGITAL TRANSFORMATION

2nd EMPOWERMENT
EMPOWERMENT

Enabling Monitoring and Public Overview of Works being Executed & Resources for Meaningful Transparency
THE INITIATIVE

1. Initiative to enable the public to oversee the execution of works.

2. Public can monitor and provide feedback related to the work. Thus interactive

3. Allows citizens to enforce transparency and accountability related to the execution of works.

4. Dynamic web based system, allows information to be filtered based on District, Block and Village.
Easy to use, Web-based Interface, Empowers citizens to search and find information related to various works being executed in location of interest.

At Present, a total of 33095 works falling in different categories have been successfully registered on the said portal.
This screen allows to check the budget related details of works related to various departments.
A complete list of all the works related to particular department can be enumerated in a tabular manner.
For each work, a budget time line is generated that shows the temporal progress of the work.
Citizens can register their Feedback

A citizen registration form is available which can be used to register concerns related to the execution of works. Thereby making the process bi-directional and interactive in nature.
DIGITAL TRANSFORMATION

3rd

Awaam Ki AwaaZ
THE CONCEPT

1. Seeks **public feedback** to make the governance process **interactive, participative** and **people centric**.

2. Disseminates the **progressive steps** taken by the administration.

3. Establishes a **two-way communication process** and **furthers trust and hope** in the listeners.

4. Acts as the cornerstone of establishing **“Jan Bhagidari”**.
The process

**Stage 1:** Inviting Suggestions

Office of the Lt. Governor shares the popular themes and invites public suggestions, ideas and proposals on the same. At the same time, the public is free to share any pertinent idea on any topic.

**Stage 2:** Public Sends Feedback

Public sends suggestions, innovative ideas and proposals through the dedicated Toll Free Numbers, WhatsApp Number, Website and Email.

- 18005722327 - Jammu Div.
- 18005722328 - Kashmir Div.
- +91 8493085049
- www.awaamkiawaaz.jk.gov.in
- we listen-akb@jk.gov.in
THE PROCESS

COLLATION OF FEEDBACK

Public suggestion received over various media are merged into one single system called “AWAAZ”-Feedback Management System (accessible only to the core team of Awaam Ki Awaaz)

STAGE 3

STAGE 4

ANALYSIS OF FEEDBACK

The ideas, proposals and suggestions are thoroughly filtered, studied and assessed via AwaaZ. The grouped proposals are now rendered open to the subjective future course of action.
THE PROCESS

SEEKING DEPARTMENT WISE STAND ON PROPOSALS

The grouped proposals are prepared in separate reports and submitted to the respective departments of the government, whereby the deptt. wise stand on various suggestions is received and accessed for future course of action.
THE PROCESS

STAGE 6

LT. GOVERNOR VOICES THE FEEDBACK

Lt. Governor voices the innovative ideas and proposals received from the public on his monthly show, that goes live on All India Radio - JK (AIR-JK) and Prasar Bharti (Doordarshan Kashmir). The thirty minutes show reflects the administration’s stand and vision on the received feedbacks.

Choudhary Ashraf Hussain (Reasi) writes that to promote the Gojri language a separate department should be established in Baba Ghulam Shah Badshah University.

People listening to Awaam Ki Awaaz on DD Kashmir and AIR-JK
Awaam Ki Awaaz: Metrics and Analysis

Timeline Graph of Awaam Ki Awaaz
PROJECT TIMELINE

August-Sep 2020: Project Conceptualized
October 2020: Prototype Presented
November 2020: Website Development Initialized
March 2021: Website Launched
May 2021: Awaaz Developed
July, 2021: Dedicated WhatsApp Launched

September 2020: Designs Wireframed
October 2020: Prototype Approved
February 2021: Website Development Completed
April 2021: First Telecast of the Show
June 2021: Awaaz Integrated
August 2021: WhatsApp Integrated with Awaaz
Impacts and Prospects of Awaam Ki Awaaz

**EPISODE 1**

Helped strengthen, disseminate and spread the idea, flavour, essence and notion of Azaadi Ka Amrut Mahatsov.

The suggestions for Episode 1 helped kickstart the decentralization of celebrations for the same.

**EPISODE 2**

The societal attitude of gratitude towards COVID warriors and the increased permeation of psychological counselling of people during the COVID wave two was a result of the thoughtful feedback received for Episode 2.

**EPISODE 3**

The host of stories on good samaritans shared during Episode 3 spread a wave of hope, resilience and courage in the society, at a time when the clouds of gloom had covered the sky.
Impacts and Prospects of Awaam Ki Awaaz

Episode 4 promised **uninterrupted supply of electricity to the people**, in **summers** and assured **strict actions against those responsible for unscheduled power cuts and delays**.

The Episode promised the **Speedy Appointment of people on compassionate grounds** under SRO-43 of 1994. This was inline with honouring our fallen heroes during the month of Independence.

“Naye Jammu Kashmir Ka Naya Sankalp” was charted in these successive Episodes, whereby a **roadmap to an Aspirational J&K** was studied and devised.
THANK YOU