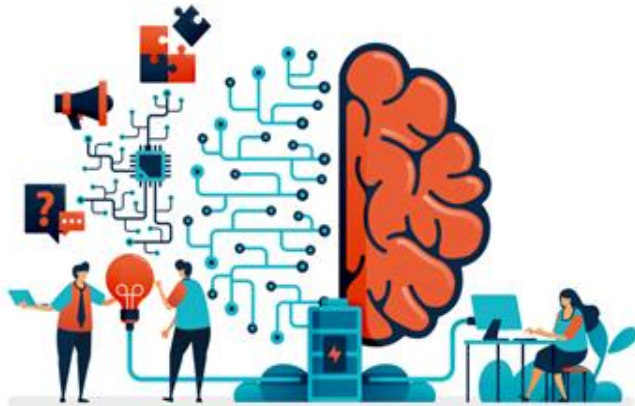


DEPARTMENT OF INFORMATION AND TECHNOLOGY

Jammu and Kashmir e-Governance Agency



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&K.



HISTORICAL RECAP

DARBAR MOVE

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**. **Accomodation** 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 bianually**.
2. **Frequent movement** and transportation **caused damage to the files** and sometimes **important documents were lost in transit**.
3. **Susbstantial 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 Secretariat Jammu**. The **offices functioning outside the premises 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

STAGE 3

NETWORK TO DATA CENTRE

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



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)

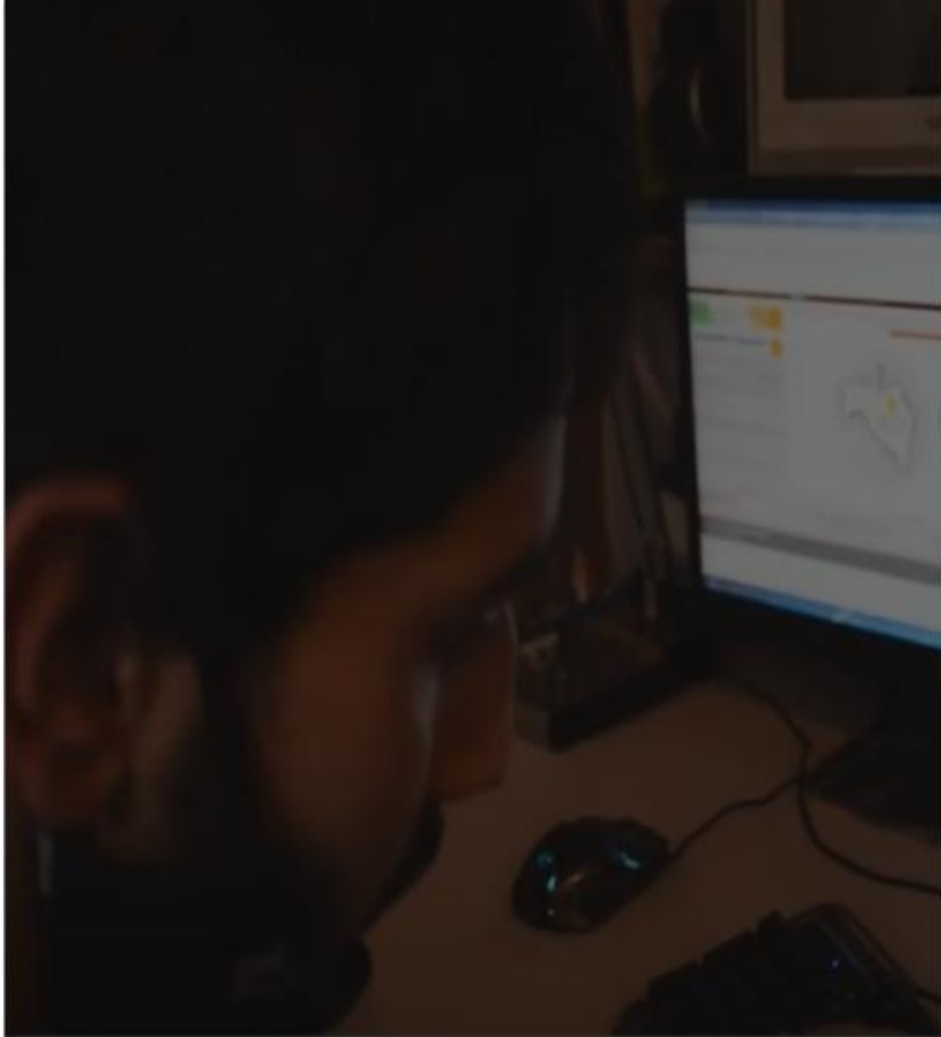
Enablement of e-Office for all.

Training and Handholding

Common Platform as IT Service.



Bi-annual Darbar Move, workers carrying mettalic 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 **exection 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.

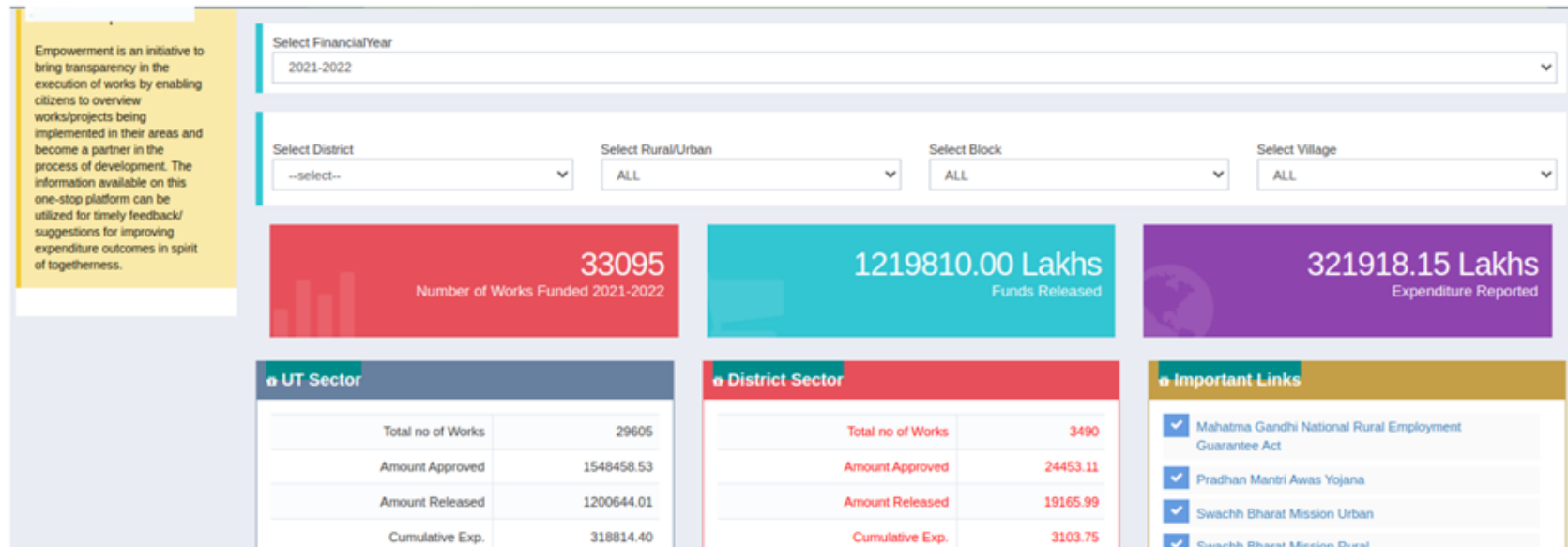
4

Dynamic web based **system**, allows **information** to be **filtered based** on **District, Block** and **Village**.

EMPOWERMENT

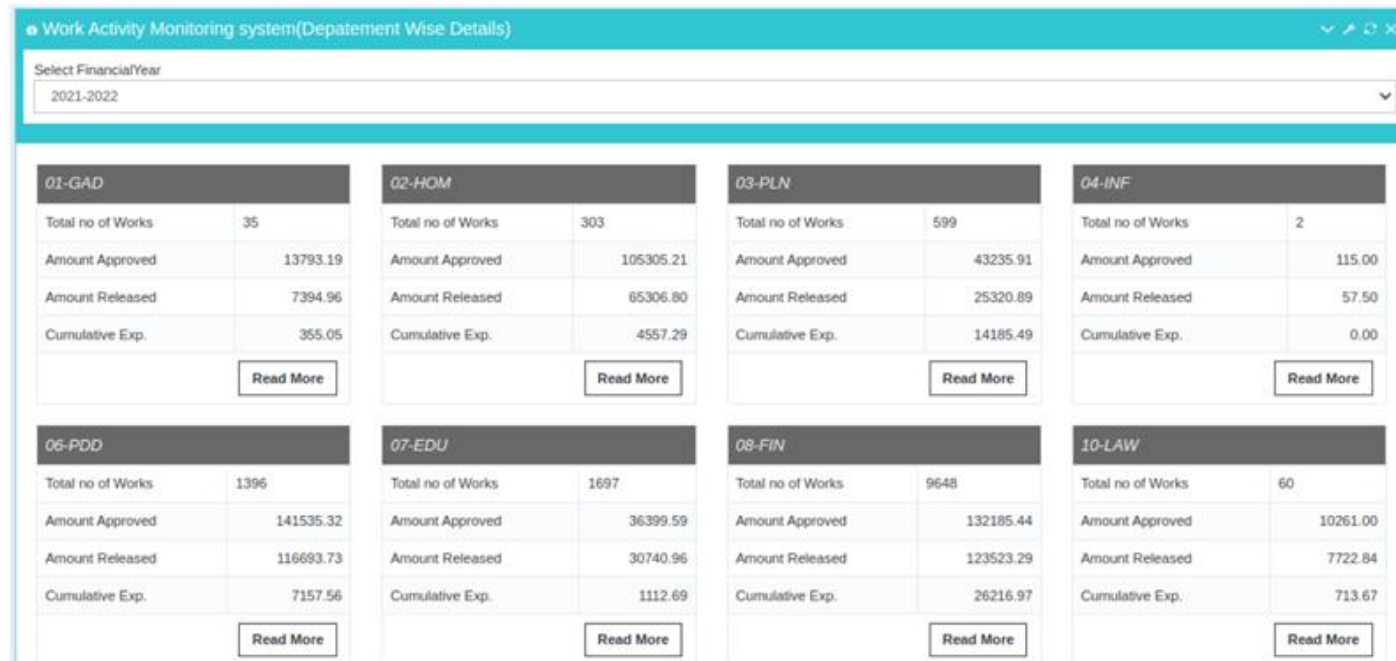
THE WEB BASED SYSTEM

DASHBOARD



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.

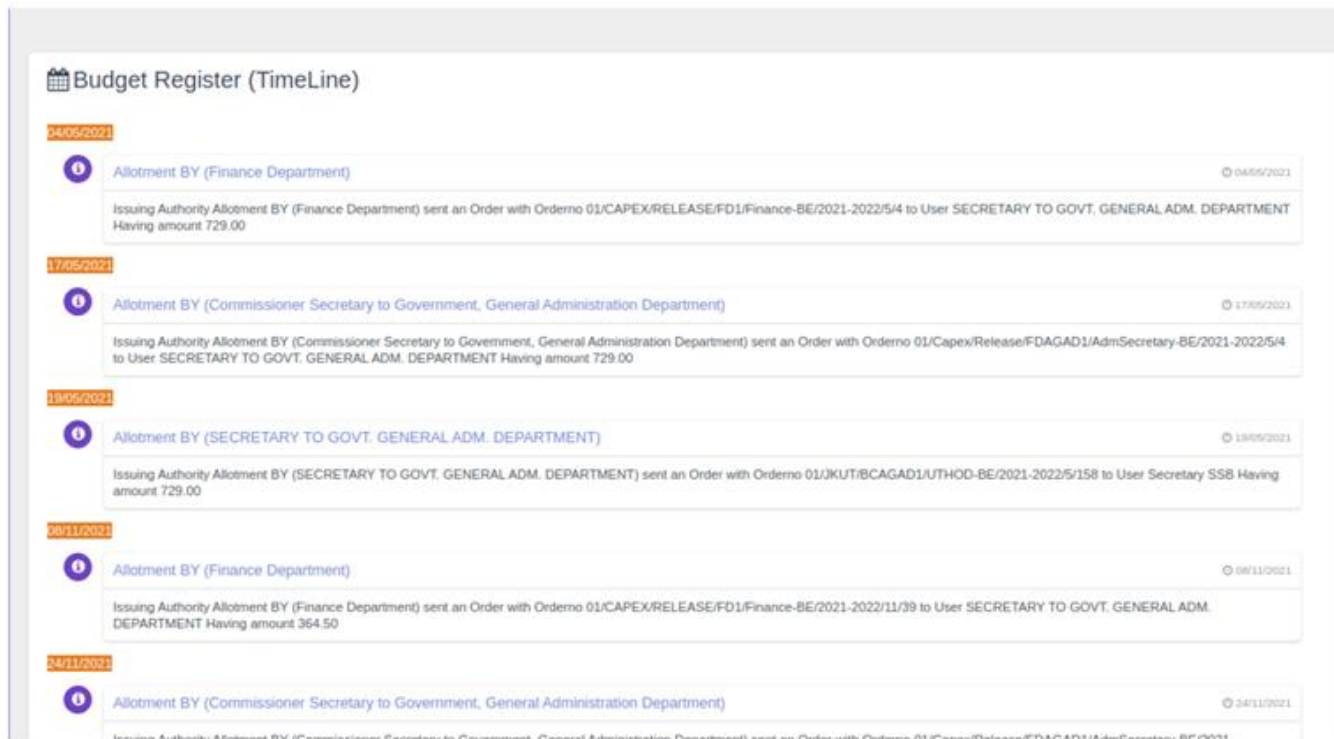
Demand Wise Details of 01-GAD Demand

All Amounts are in Rupees

Demand No 01 Activity Wise Report Select Report Type : Activity

Workcode	Allocation	Release	Expenditure
Construction of functional buildings			
CONSTRUCTION OF OFFICE COMPLEX FOR JKSSB AT MUTHI JAMMU	145800000.00	109350000.00	0.00
CONSTRUCTION OF GUST HOUSE FOR JKSSB AT MUTHI JAMMU	4200000.00	3150000.00	0.00
CONSTRUCTION OF POLICE STATION UDHAMPUR ACB AT VILLAGE DELICHAK UDHAMPUR	59040000.00	44280000.00	0.00
CONSTRUCTION OF POLICE STATION ACB BARAMULLA AT VILLAGE KANSIPORA BARAMULLA	80000000.00	60000000.00	0.00
CONSTRUCTION OF POLICE STATION DODAA CB AT KATHORI BATOTE PATNITOP UDHAMPUR	59000000.00	44250000.00	0.00
CONSTRUCTION OF POLICE STATION ANANTNAG ACB AT AWANTIPORA PULWAMA	40000000.00	30000000.00	0.00
Construction of non functional buildings			
EXTENSION OF NEHRU HELIPAD AT SRINAGAR	4134000.00	3100500.00	0.00
CONSTRUCTION OF FENCING WALL BY REPLACING EXISTING GRILL FROM AROUND THE PSC COMPLEX AT JAMMU	2000000.00	1500000.00	0.00
WIDENING OF LINK ROAD FROM SOLINA FLYOVER TO JKPSK COMPLEX AT SRINAGAR	929000.00	696750.00	0.00
construction of additional office Block at Peer Bagh Srinagar	57163000.00	28581500.00	23668000.00

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 progrss of the work.

Citizens can register their Feedback

🔧 CITIZEN FEEDBACK (User Feedback Form)

Enter Name	<input type="text" value="Enter Name"/>
Enter Address	<input type="text" value="Enter Address"/>
Enter Mobile	<input type="text" value="Enter Mobile"/>
Enter Email ID	<input type="text" value="Enter Email ID"/>
Enter Message	<div><div>Enter Message Text</div></div>

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.



*Awaam
Ki AwaaZ*

• ON RADIO •

DIGITAL TRANSFORMATION

3rd

Awaam Ki AwaaZ



Awaam Ki Awaaz

**OFFICE OF THE LIEUTENANT GOVERNOR,
JAMMU & KASHMIR**



THE CONCEPT

YOU SPEAK, WE LISTEN

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 **further 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.



The poster for 'Awaam Ki Awaaz' Episode 7, dated October 17, features a portrait of the Lt. Governor on the left. The text 'SHARE YOUR SUGGESTIONS & IDEAS FOR' is at the top, followed by the title 'Awaam Ki Awaaz' in a stylized font. Below the title, it says 'EPISODE 7 | OCTOBER 17' and 'Marching towards an Aspirational Jammu and Kashmir'. At the bottom, there is a silhouette of a person standing on a mountain peak against a sunset background, with the text 'महत्वाकांक्षी जम्मू-काश्मीर के निर्माण की दिशा में बढ़ते कदम' (Steps towards the construction of aspirational Jammu and Kashmir) in Hindi. Logos for Digital India and the Government of Jammu and Kashmir are also present. Contact information at the bottom includes a WhatsApp icon with the number +91 8493 085 049 and the website www.awaamkiawaaz.jk.gov.in.

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



awaamkiawaaz.jk.gov.in



welisten-akb@jk.gov.in

THE PROCESS

STAGE 3

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 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 screenshot shows the 'AwaaZ Feedback Management System' interface. On the left is a dark sidebar with a navigation menu. The main area is titled 'Feedbacks Received from Public' and contains a table of feedback entries. The table has columns for S.No, Name, District, Date, Source, Subject, Category, Status, and View. There are 10 rows of data, each with a status button (e.g., 'Not Categorized', 'In Progress', 'Completed') and a 'View' button.

S.No	Name	District	Date	Source	Subject	Category	Status	View
1	Mr. Jyoti	KUPNARA	12/10/2021	Green	Not completed	NOT CATEGORIZED	Not Categorized	View
2	Shree Anand	DOHA	12/10/2021	Green	Providing of grievance redressal of the system	NOT CATEGORIZED	Not Categorized	View
3	Mr. Anand	SARAWALLA	12/10/2021	Green	AWAAZ: AwaaZ: AwaaZ: AwaaZ	NOT CATEGORIZED	Not Categorized	View
4	Mr. Anand	SARAWALLA	12/10/2021	Green	Grievance regarding grievance redressal	NOT CATEGORIZED	Not Categorized	View
5	Shree Anand	AWAAZ	12/10/2021	Green	Grievance regarding grievance redressal	NOT CATEGORIZED	Not Categorized	View
6	Shree Anand	AWAAZ	12/10/2021	Green	Grievance regarding grievance redressal	NOT CATEGORIZED	Not Categorized	View
7	Shree Anand	AWAAZ	12/10/2021	Green	Grievance regarding grievance redressal	NOT CATEGORIZED	Not Categorized	View
8	Shree Anand	AWAAZ	12/10/2021	Green	Grievance regarding grievance redressal	NOT CATEGORIZED	Not Categorized	View
9	Shree Anand	AWAAZ	12/10/2021	Green	Grievance regarding grievance redressal	NOT CATEGORIZED	Not Categorized	View
10	Shree Anand	AWAAZ	12/10/2021	Green	Grievance regarding grievance redressal	NOT CATEGORIZED	Not Categorized	View

THE PROCESS

STAGE 5

SEEKING DEPARTMENT WISE STAND ON PROPOSALS

The grouped proposals are prepared in **seperate 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.

Feedback

Arishpreet singh	PULWAMA	192123	chattrogam trail
Date	Mobile	Email	Source
Tue Oct 12 2021	8899431254	singharishpreet410@gmail.com	WHATSAPP
Subject			
To save water sources in villages			
Feedback Received:			
<p>My name is Arishpreet singh halling from kashmir district pulwama tehsil trail and village chattrogam. My suggestions for the reinforcement of the society is to make a vivid plans to overcome the wastage material specifically in villages which they throw in water sources. If I take example of my village every individual uses a fresh water sources as a dustbin. In every wedding which takes place in our village, the gigantic quantity of garbage we uses to throw in water sources, it will be your great fullness it you will ensure the safety and cleanliness of the village. If we won't take serious steps, we will face serious consequences which subsequently lead to the emerge of serious problems. If the LG Honorable manoj sirha sir will look into this matter, we will make our team and with the help of municipal committee trail. Thank you so muc</p>			
EDITOR'S CONTROL PANEL			
FEEDBACK CATEGORY	PERTAINING DEPARTMENT	FEEDBACK IMPACT	
SUGGESTION	JAL SHAKTI DEPARTMENT	COMMUNITY	

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.



*Awaam
Ki Awaaz*

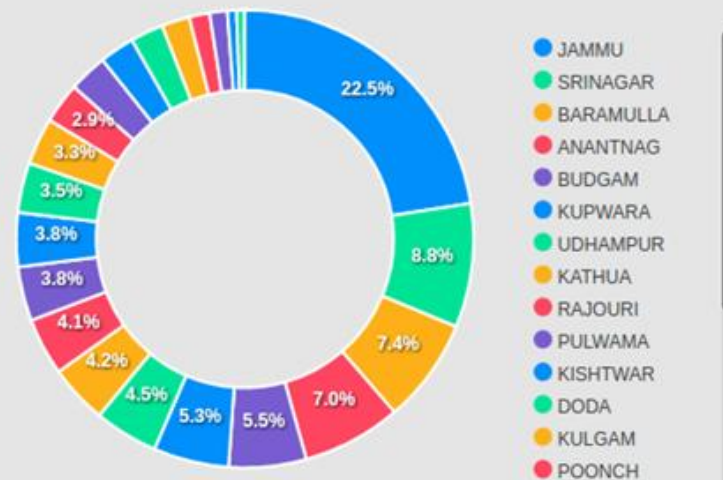
+91 8493 085 049 www.awaamkiawaaz.jk.gov.in



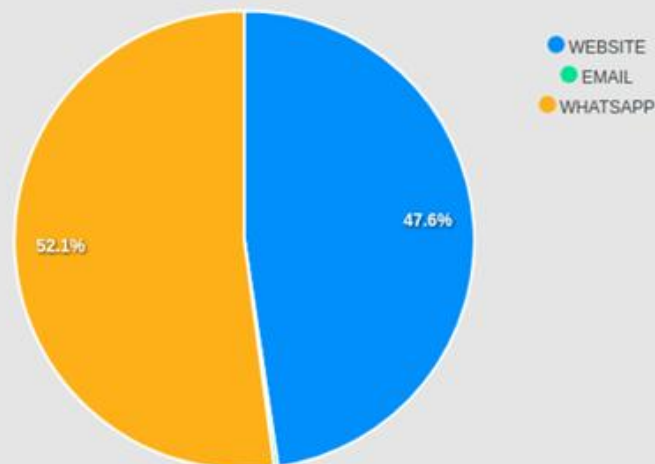
People listening to Awaam Ki Awaaz on DD Kashmir and AIR-JK

Awaam Ki Awaaz: Metrics and Analysis

Donut-Chart Distribution of District wise Feedback

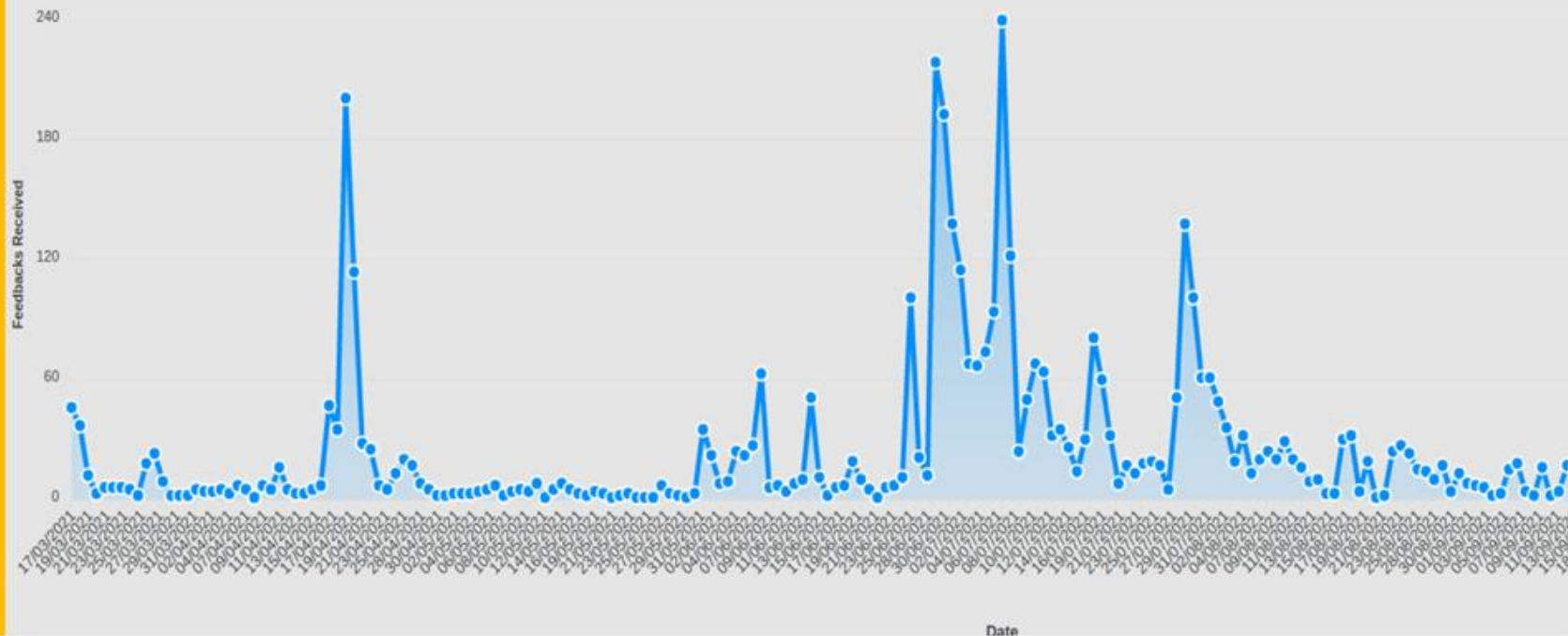


Source wise distribution of Feedbacks [Website/WhatsApp/Email]

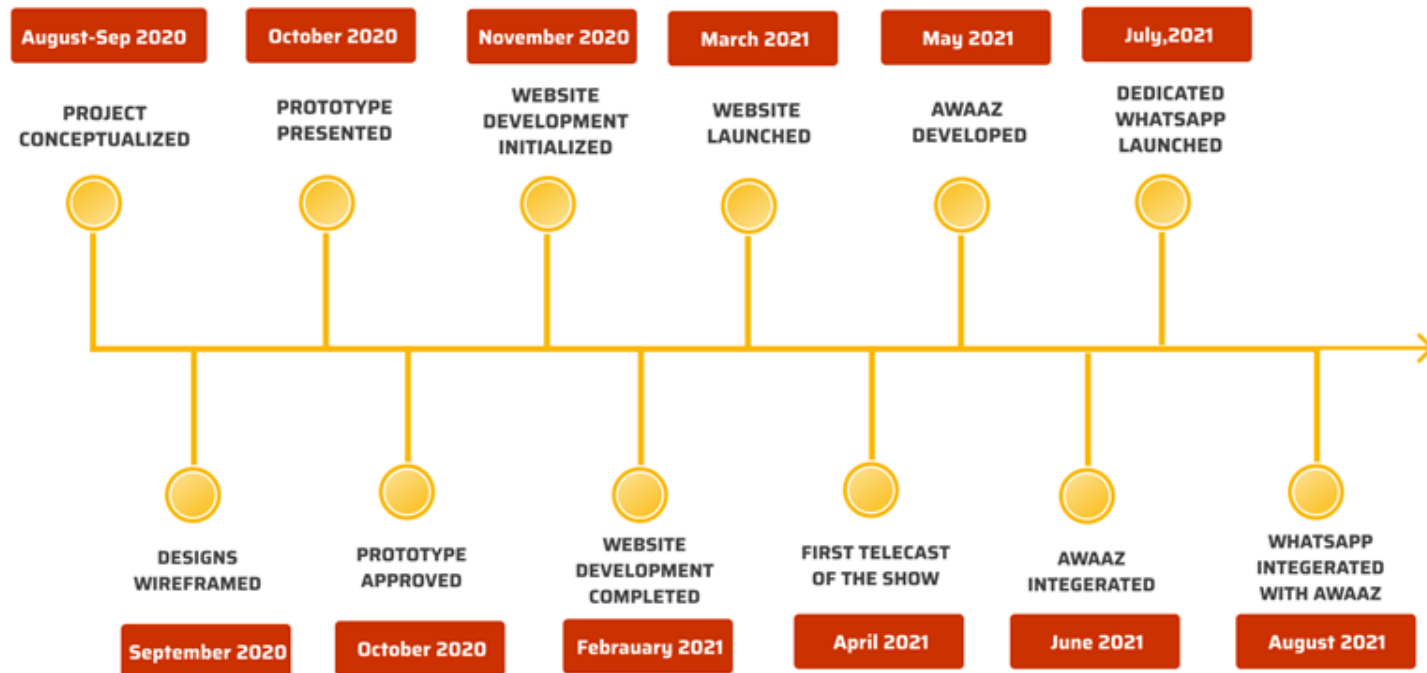


Awaam Ki Awaaz: Metrics and Analysis

Timeline Graph of Awaam Ki Awaaz



PROJECT TIMELINE



*Awaam
Ki Awaaz*
— ON RADIO —

EPIISODE

8

IN MAKING

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 samaritanians** 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



Office of LG J&K
@OfficeOfLGJandK

We have set up an Enquiry Committee to probe into unscheduled power cuts in Jammu and soon those found guilty will be punished. The administration is making sincere efforts to make J&K self-sufficient in power with a robust transmission and distribution network.

#AwaamKiAwaaz

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.**

EPISODE 5



Office of LG J&K
@OfficeOfLGJandK

I stand in solidarity with Parul Sharma ji and others who are seeking employment on compassionate grounds. I assure that the administration will take the necessary action that has a collective resonance of compassion, sensitivity and viability.

#AwaamKiAwaaz

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.

EPISODE 6 & 7



“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

Amit Sharma (JKAS)

Secretary, IT Department, Government of Jammu and Kashmir
CEO, Jammu and Kashmir e-Governance Agency