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|   |
|---|
| SWAGAT  |
| <ul style="list-style-type: none"> <li>• Outline</li> <li>• Illustration</li> <li>• Organization</li> <li>• Management</li> <li>• Interaction</li> <li>• The Reach</li> <li>• Accountability</li> </ul> |

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| <p style="text-align: center;"><b>Guidance</b></p> <hr/> <p style="text-align: center;"><b>Hon. Chief Minister</b></p> <p style="text-align: center;"><b>Design &amp; Co-ordination</b></p> <hr/> <p style="text-align: center;"><b>Shri A K Sharma IAS</b><br/><b>Secretary to Hon. Chief Minister</b></p> <hr/> <p style="text-align: center;"><b>Development Team</b></p> <hr/> <p style="text-align: center;"><b>NIC, Gujarat State Unit, Gandhinagar</b></p> |
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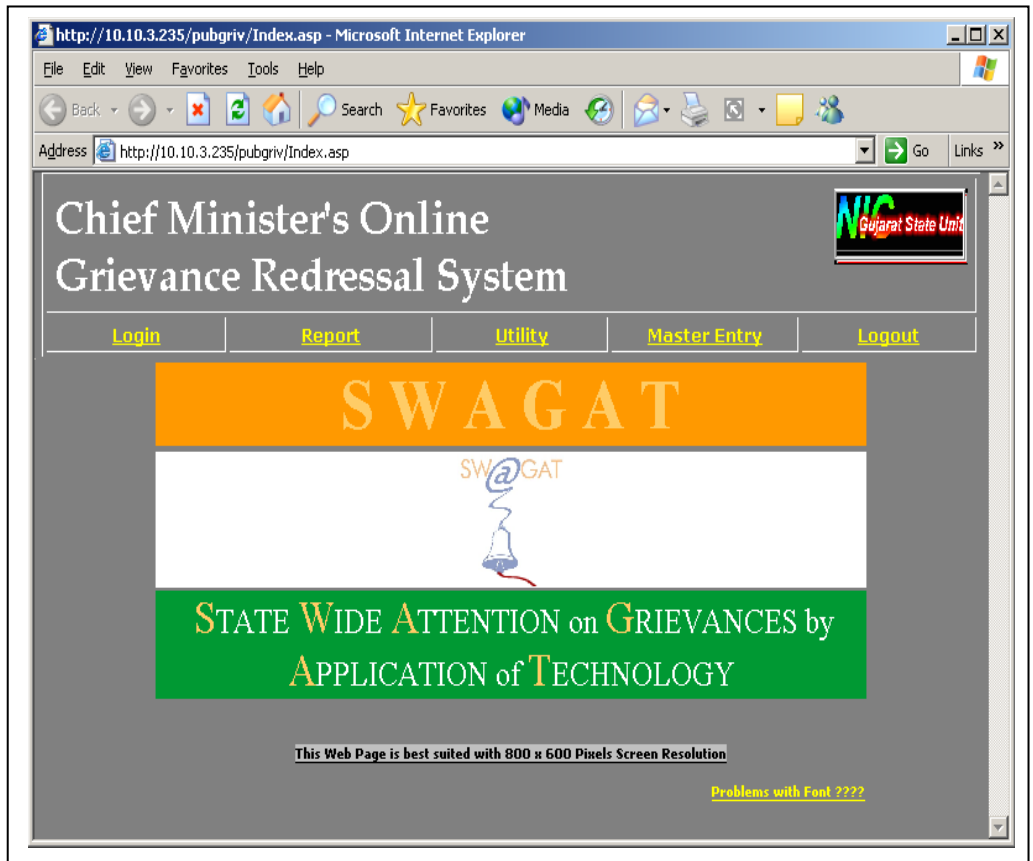
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| <p style="text-align: center;"><b>Editorial Team</b></p> <hr/> <p style="text-align: center;"><b>Neeta Shah</b><br/><b>Amrish Panchal</b></p> |
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## S W A G A T

### (STATE WIDE ATTENTION ON GRIEVANCES BY APPLICATION OF TECHNOLOGY )

#### OUTLINE

In spite of all efforts and experiments put up everywhere in the country the fact remains that public grievances do exist. In our country, the processing of information and papers has always been a cumbersome and time taking process. Hence, to make it more effective and to improve the systems below, it was thought necessary to put up an elaborate, effective and widely networked application.



## ILLUSTRATION

- 1 -

Suppose one of your employees is aggrieved and represents his grievances to you as head of the office and you are not aware of the background of the case; your response will only be “**I will look into the matter**”. Most of the Grievance Redressal Programmes not only in Gujarat but everywhere have been running in the same manner. They have been exercises only in collection of papers by various functionaries.

- 2 -

However, to have the details of the case right on your table can greatly help you appreciate the issue better. Further, if the concerned officer of your HR department is also sitting along with you, you can

perhaps resolve the grievance then and there. Both of this is made possible by our ONLINE grievance redressal programme - SWAGAT.

- 3 -

Further, suppose you have a big office, you may like that before the grievances are represented to you, they should first be brought to the notice of the concerned Department and preferably be resolved at that level.

- 4 -

However, if the grievance comes to you as head of the office, you may like to ask why is it that the same has not been resolved by the Department at the appropriate lower level.

- 5 -

Information Technology helps us in making a quick system to attend to and monitor such issues.

- 6 -

If the client is a common man who comes from far away place of the State and expects resolution of the grievance, we can use technology to help the head of the Government to know the details of the case from the field officers and if required, to talk to the concerned officer in the presence of the applicant. This will definitely satisfy the applicant.

- 7 -

To see that the aggrieved person does not have to come all the way to the capital of the State, it is also desirable to put up a system at the local level to resolve the grievances and to monitor the same with the IT tools.

- 8 -

Digital networks and applications have answers to all the above questions. Contrary to the paper collection exercises, done everywhere, now, under guidance of the Hon. CM, a technology driven grievance redressal system and network has been organized in the office of the Gujarat, CM. The systems in the programme make it possible to process the grievance and give a final reply before the applicant leaves the CM office.

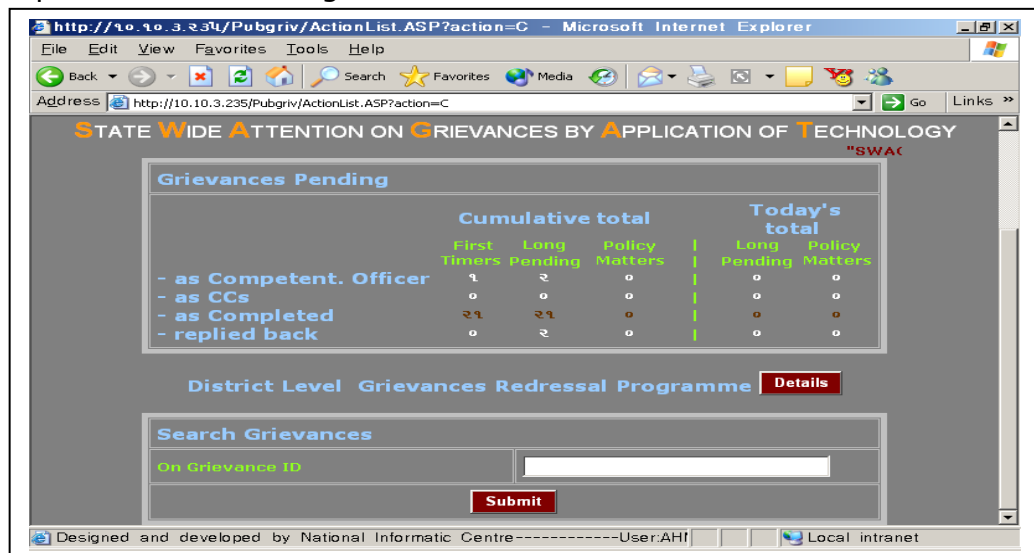
The programme is known as **'SWAGAT'**- explained as **STATE WIDE ATTENTION ON GRIEVANCES BY APPLICATION OF TECHNOLOGY**

## ORGANIZATION

**This programme is presently a two tier arrangement at the State level as well as at the district level.**

At the district level a prior public notice is given to the people to represent their grievances. The grievances are collected, compiled and processed and on the day of the SWAGAT programme, the applicants are heard and their grievances redressed in the presence of a team of key officers of the district led by the district Collector. This district level programme takes place in the morning hours.

At the same time, those who are not satisfied with their previous encounters with the local administration, a forum has been made available at the level of Hon. CM at Gandhinagar. Such applicants may come to Gandhinagar along with their representation and approach the Hon. CM's office for redressal of their grievance. A day in a month - 4<sup>th</sup> Thursday has been fixed and announced for such programmes. Both the above arrangements are over and above the existing arrangements for public accessibility, hearing and redressal.



The screenshot shows a web browser window displaying the SWAGAT application. The page title is "STATE WIDE ATTENTION ON GRIEVANCES BY APPLICATION OF TECHNOLOGY 'SWAGAT'". The main content area is titled "Grievances Pending" and contains a table with the following data:

|                         | Cumulative total |              |                | Today's total |                |
|-------------------------|------------------|--------------|----------------|---------------|----------------|
|                         | First Timers     | Long Pending | Policy Matters | Long Pending  | Policy Matters |
| - as Competent. Officer | 1                | 2            | 0              | 0             | 0              |
| - as CCs                | 0                | 0            | 0              | 0             | 0              |
| - as Completed          | 21               | 21           | 0              | 0             | 0              |
| - replied back          | 0                | 2            | 0              | 0             | 0              |

Below the table, there is a section for "District Level Grievances Redressal Programme" with a "Details" button. At the bottom, there is a "Search Grievances" section with a text input field for "On Grievance ID" and a "Submit" button.

## MANAGEMENT

**The application of the applicants who come to CMO are taken at the CM's office and registered into an ON-LINE application prepared with the help of National Informatics Centre (NIC).**

Gujarat State is the only State in the country which has a state wide area net work called GSWAN. Through the band width carrier of the GSWAN and in the structure of the application developed with the NIC, the grievance is immediately transmitted and made available ON-LINE to the concerned officers.

As soon as the officers get the grievance ON-LINE, they are supposed to study it and prepare a reply to the same and feed it into the same ON-LINE application. Such connectivity is available to all Collectors, District Development Officers (DDOs)

and District Superintendents of Police (DSPs) of the Districts and also to all Secretaries of the Department at the Sachivalaya level. A team of officers with computer operators works on each of these locations to watch and down load the grievances as well as to feed their reply. This process takes place from 10.30 in the morning to 3.00 P.M. in the afternoon.

**“The grievance, once it is registered at the CMO, it travels the entire State ONLINE and again the reply comes back to the CMO within 3-4 hours”**

## INTERACTION

**At 3.00 P.M. Hon. CM interacts with the applicants who had come with their grievances.**

While doing so, Hon. CM has before him, on the screen, the full details of the case, which have been fed by the concerned functionaries. Hon. CM also has the facility of video conferencing for further interaction with the concerned officer on those grievances. This video conferencing is done in the presence of the applicant. Even the applicants talk to the concerned officers through the video conference if they have to elaborate or say something.

## THE REACH

**It is being emphasized that as far as possible, public grievances should be addressed to and resolved at the appropriate local level.**

Presently, this ONLINE system has been set up upto the district level. However, eventually, the same is going to be extended upto Taluka level so that the applicants even don't have to come to the district level.

## ACCOUNTABILITY

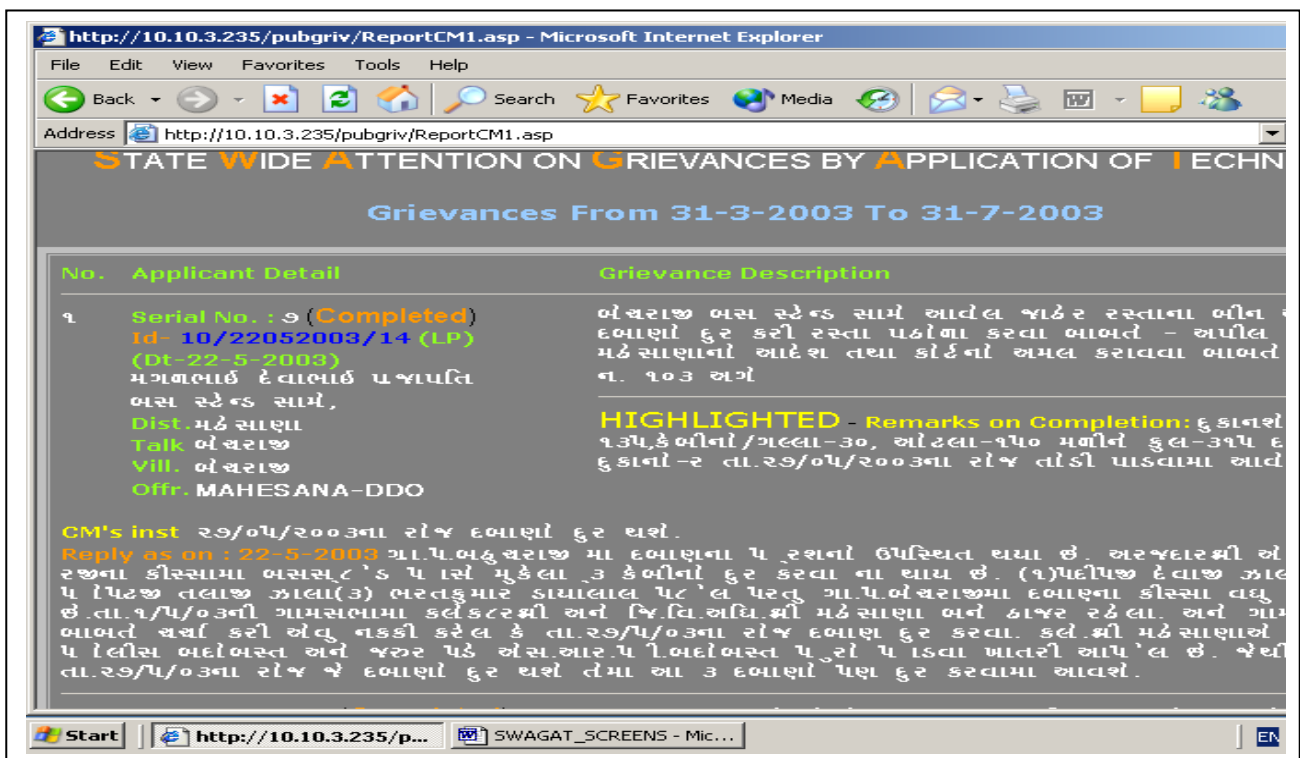
**Hon. CM also reviews the quantum and quality of the work done in each district in the morning session of the grievance redressal.**

An element of accountability is in built into the system. The lower level administration is asked about this, so that there is an improvement in their delivery and grievance redressal system. Likewise, even the people are being advised to first approach the appropriate lower level for

resolving their issues and not come straightaway upto the capital.

With the above concept, intention and elements, the SWAGAT programme has been launched in Gujarat. The first programme was held on 24<sup>th</sup> April, 2003.

**Up to the last programme more than 8076 grievances were attended to by the district level redressal programmes and out of them, 7062**



| No. | Applicant Detail  | Grievance Description   |
|-----|---|---|
| ૧   | <p><b>Serial No. : ૭ (Completed)</b><br/> <b>Id- 10/22052003/14 (LP)</b><br/> <b>(Dt-22-5-2003)</b><br/>                     મહાસાણા દેવાલાલ પંચાપતિ<br/>                     બસ સ્ટેન્ડ સામે,<br/> <b>Dist</b> મહેસાણા<br/> <b>Talk</b> બેચરાજ<br/> <b>VIII.</b> બેચરાજ<br/> <b>Offr.</b> MAHESANA-DDO</p> | <p>બેચરાજ બસ સ્ટેન્ડ સામે આવેલ જાહેર રસ્તાના બીજા દબાણ દુર કરી રસ્તા પહોળા કરવા બાબતે - અપીલ મહેસાણાનાં આદેશ તથા કોર્ટનાં અમલ કરાવવા બાબતે ના. ૧૦૩ અર્ગે</p> <p><b>HIGHLIGHTED - Remarks on Completion:</b> દુકાનશં ૧૩૫,કેબીનાં/ગલ્લા-૩૦, આંટલા-૧૫૦ મળીને કુલ-૩૧૫ દુકાનાં-૨ તા.૨૭/૦૫/૨૦૦૩ના રોજ તાંકી પાસવામા આવેલ.</p> <p><b>CM's inst</b> ૨૭/૦૫/૨૦૦૩ના રોજ દબાણ દુર થશે.<br/> <b>Reply as on : 22-5-2003</b> ગા.પ.બહુચરાજ મા દબાણના પુ રશનો ઉપસ્થિત થયા છે. અરજદારશ્રી બેચરાજના કોરસામા બસસ્ટેન્ડ પુ રસે મુકેલા ૩ કેબીનાં દુર કરવા ના થાય છે. (૧)પદોપજ દેવાજી અર્ગે પુ રસે તલાજી ઝાલા(૩) ભરતકુમારે સામાલાલ પુ રસે પરતુ ગા.પ.બેચરાજમા દબાણના કોરસા વધુ છે.તા.૧/૫/૦૩ની ગામસભામા કલેક્ટરશ્રી અને જિ.વિ.અધિ.શ્રી મહેસાણા બને ઠાજર રહેલા. અને ગામ બાબતે ચર્ચા કરી એવું નક્કી કરેલ કે તા.૨૭/૫/૦૩ના રોજ દબાણ દુર કરવા. કલે.શ્રી મહેસાણાએ પુ રસે લેલીસ ભદોભસ્ત અને જરુર પડે બેચરાજ પુ રસે પુ રસે પાસવા ખાતરી આપેલ છે. જેથી તા.૨૭/૫/૦૩ના રોજ જે દબાણ દુર થશે તેમા આ ૩ દબાણ પુ રસે કરવામા આવશે.</p> |



**grievances were redressed. At the level of Hon. CM, total 469 grievances were represented and out of them 443 grievances were redressed.**

Hon. CM discussed the grievances with the concerned officers in presence of the applicants and attempts were made to reach to solution. Almost all of these grievances get redressed either on the same day or in time-bound manner as directed by the Hon. Chief Minister.

We feel that this is a unique programme in its organization and management not only in the country but perhaps in the entire world which is using Information Technology for resolution of the grievances of the common man. Any applications in e-governance on such a State wide scale to which even illiterate people have access is not in our knowledge.

This is a professionally managed, technology driven programme which aims at redressal of the grievances of the people. It also aims at accountability of the lower administration if someone has been unnecessarily made to come to the State capital for redressal of a grievance, which could have been and should have been redressed at the lower level.

**“Thus, the new technology and the methods of e-governance have made Governance easier and effective.”**

## Snapshots



| Officer                       | Total Grievances | Long Pending | First Timer | Policy Matters | Total Pending | Completed | High Lighted |
|-------------------------------|------------------|--------------|-------------|----------------|---------------|-----------|--------------|
| AGRI AND CO OPERATION SEC     | 2                | 1            | 0           | 0              | 1             | 1         | 0            |
| AHMEDABAD Ctlr                | 32               | 1            | 3           | 0              | 4             | 28        | 0            |
| AHMEDABAD DDO                 | 2                | 1            | 0           | 0              | 1             | 1         | 0            |
| AHMEDABAD SP                  | 1                | 0            | 1           | 0              | 1             | 0         | 0            |
| AHMEDABAD Police Commissioner | 5                | 0            | 0           | 0              | 0             | 5         | 0            |
| AMBOLI Ctlr                   | 1                | 0            | 1           | 0              | 1             | 0         | 0            |
| AMBOLI DDO                    | 1                | 1            | 0           | 0              | 1             | 0         | 0            |
| ANAND Ctlr                    | 3                | 0            | 0           | 0              | 0             | 3         | 0            |
| ANAND DDO                     | 11               | 0            | 2           | 0              | 2             | 9         | 0            |
| ANAND SP                      | 1                | 1            | 0           | 0              | 1             | 0         | 0            |
| BANASKANTRA Ctlr              | 6                | 1            | 2           | 0              | 3             | 3         | 0            |



### 7<sup>th</sup> National Conference on e-Governance

A 7<sup>th</sup> National Conference on e-Governance was held at Chennai from 13-15, 2003. The theme of the conference was '**Mobilizing Reform Champions & Cascading Change**'. It was jointly organized by the Ministry of Personnel, Public and Pensions, Dept. of Administrative Reforms and Public Grievances (RC & IT Division), in collaboration with Government of Tamil Nadu. It was the most appropriate forum for the exchange of knowledge and practices for better governance. Prior to this National Conference, Regional Workshops were conducted at **Bangalore, Kolkatta, Gandhinagar and Thiruvananthapuram** focusing on issues such as performance, management, incentives, etc.

The Conference was inaugurated by Shri I.K.Advani, Hon'ble Deputy Prime Minister and the Guest of Honor was by Selvi J. Jayalalitha, Hon'ble Chief Minister of Tamil Nadu. Secretaries, IT Secretaries and Sr. Officials from 22 states were present and Senior Officers from Government of India and from different Ministers were also present.

The topics discussed in the Inaugural Session and different Plenary sessions were as follows:

1. eGovernance for transparency, accountability and citizen services
2. Vision for excellence in eGovernance
3. Smart eGovernance-lessons from Global Implementation
4. Government on the move-Technology Roadmap
5. Negotiating contracts for eGovernance
6. BPO/ITES – Implication on eGovernance
7. eGovernance initiatives by local bodies
8. eSecurity relevant to Government transaction
9. eGovernance issues on systems and Inter operable standards
10. Knowledge sharing and Collaboration
11. Local Language Issues
12. Managing Large Projects in Government
13. Towards Less Paper Office
14. Data Warehousing and Data Mining
15. Industry solution for Government Transformation
16. Digital Divide & Connectivity Implementing in Rural Connectivity
17. Revenue aspects of eGovernance
18. Formulating State economic growth
19. eGovernance for economic growth
20. International eGovernance Success stories

The Consultant of M/s. Hewitt Associates, who has coordinated the Regional Workshop at Gandhinagar on 30<sup>th</sup> October, 2003 has made a presentation on the outcome of the Regional Workshops.



## **Message from Secretary, Department of Science & Technology**

Firstly, I would like to thank you readers for making e-Gov@Gujarat(the eGovernance News bulletin), which is effort to proliferate the understanding & implementation of IT in the Government, a nice success.

Now as we have completed 1 year of publishing this news bulletin, we have tried to put an overall perspective of the IT framework in the state, by selecting various initiatives taken by different departments in detail. This, by no means, covers the entire scope of endeavors and is just an attempt to cover the significant aspects.

I would like to encourage each one of you to come forward with your inputs and participate pro-actively in making Gujarat a truly e-Governed state. You can help enrich this Newsletter by contributing your views, ideas, suggestions about topics, eGovernance events and news across the India and abroad to webmaster.

Wishing you all a good reading !

**Rajesh Kishore**

### **Web Corner**

**North Gujarat University**  
<http://www.ngu.ac.in>

**Non-Resident Gujaratis' Foundation**  
<http://nrq.gujarat.gov.in>

**Sardar Patel Institute of Public  
Administration**  
<http://spipa.gujarat.gov.in/>

Please look out for this section for  
URLs of Government websites

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