

e-Governance & Other IT Initiatives

The Department of Water Resources is implementing e-Governance in a phased manner using Information and Communication Technology (ICT) in order to improve efficiency in office procedures, information delivery mechanism and ensuring transparency in the system. The initiatives taken are given below.

1. Department of Water Resources and its line offices upto Sub-Division office level are being computerized in phased manner considering office automation requirement. To facilitate resource sharing Secretariat Local Area Network (LAN) has been extended to DoWR. Similarly, LAN has also been established in Office of the Engineer-in-Chief, Water Resources, Department of Water Resources.
2. The department has launched its official website www.dowrodisha.gov.in , which acts as a platform to disseminate various information relating to activities of the department in the interest of citizens.
3. GIS (Geographic Information System) is used for mapping flood related scenario and projecting the forecasted tracks of the cyclones in FF&FRM (Flood Forecasting and Flood Risk Management) cell formerly known as FMIS cell. Following works are being carried out in the FF & FRM cell.
 - Projection and digitization of maps
 - Isohytes preparation
 - Analysing mapped information in a database
 - Locating vulnerable points
 - Tracking cyclonic storms
 - Generation of watershed using Shuttle Radar Topography Mission (SRTM) data
 - Preparation of river basin and sub basin map with spatial information
 - Flood inundation mapping, spatial and temporal analysis
 - River morphology analysis
4. The online budget submission system has been made operational in the Department through an application named "BETA"
5. In order to effectively monitor the progress of development and interact with field officials, beneficiaries, the department is using video Conferencing facility over OSWAN.
6. The department has taken steps for computerization of accounts and billing system in field offices in line with other engineering departments of the state. The application named WAMIS (Works and Accounts Management Information System) is being implemented in offices so as to further streamline accounts and billing procedures. Presently, 135 offices from Major-Medium, Minor and Ground water wings are able to submit their account through WAMIS. The WAMIS system has been seamlessly integrated with system of Accountant General (AG), Odisha making online submission of accounts possible. Further, WAMIS has been integrated with the finance monitoring application i.e. Integrated Online Treasury Management System (IOTMS). Apart from accounts module, the works & billing modules are being

implemented in field offices for an effective and error free work bill preparation. A system of Geo-tagging work photo has been introduced to bring in more transparency to the system.

7. In DOWR, automation of letter issue procedures has been done through implementation of e-Despatch system. The system is being implemented in Engineer-in-Chief, Water Resources and 12 line offices. It has been planned to implement the system to other field offices in phased manner.
8. e-Procurement : To bring reforms in procurement process, one cell namely "State Procurement Cell" has been formed by bringing in officers from all the Engineering departments. The website with the URL <http://www.tendersodisha.gov.in> has been launched containing activities ranging from invitation of NIT/IFB to award of contract. This has helped in cutting down the processing time, eliminate possibility of tampering, maintain transparency and introduce uniform evaluation.

e-Grievance

State Government has introduced e-grievance redressal system "Sanjog" which ensures that the grievance of complainant is sent to the right office & to the right officer in real time. It is developed on a web enabled multi-lingual platform which will receive complaints through its 9 AM to 5PM call centre. This call center is responsible for entering the details of the complainant and the grievance in the web portal of Sanjog helpline at www.sanjoghelpline.in. This is the first foray into the online portal. Once a grievance is registered, the built in intelligent system ensures that it is forwarded to the appropriate person for its redressal. The system automatically tracks and pursues the status of grievance with this concerned person. The complainant through a ticket number can find out the status of his grievance through

the portal anytime. Thus the web portal contains and maintains a database of all grievances registered specific to location, nature of complaint and concerned authority of redressal. The system also can automatically escalate the complain, if not solved to the very next seniors in the hierarchy. Once a grievance is closed or sorted, the web portal automatically updates the status. Sanjog Helpline has a built-in MIS for administrators to identify the performance of their offices and officers therein for taking preventive actions. Provision is also there to display reports based on fields, schemes, location, nature of complaints, modes and product so that it is helpful for government officials to take strategic decisions.

Three schemes of the Department of Water Resources viz. Pani Panchayat, OCTMP and OLIC have been included under Sanjog helpline.

Sanjog will works at DOWR in following manner

- Citizens calls to call center.
- Call Centre Executive (CCE) responds in Odiya language and translates the grievance of the citizen to a particular complaint type configured by the system.
- JE receives instant SMS (complaint received against <PP No.> on <Complaint Type> from <Place> with <Ticket No.>.
- At the same time all the other subsequent ATA's receive SMS.
- JE solves the complaint with in stipulated time and updates the status in Sanjog helpline through SMS from his registered Mobile.
- If not solved with in stipulated time, it is Auto-escalated through the system via email & SMS to AE, EE, SE and CE for further action.
- On resolving the complaint EE/SE/CE updates the status by SMS/logging into Sanjog / through assistance of call center executive.
- At the EOD concerned department receives consolidated report on received complaint through fax and email.