Presentation on Bangalore One Project

Ms. H. S. Kumudavally,
Asst. Director, EDCS DIRECTORATE
e-Governance Department, DPAR
Government of Karnataka
The First Step

- EDCS Directorate has been set up for implementing e-Governance Projects which are associated with delivery of services to citizens through electronic modes Viz., ICT enabled centers, portal, mobile etc.
About us

• Directorate of EDCS (Electronic Delivery of Citizen Services) – Headed by Director

• Government Department under DPAR, e-Governance – Headed by Additional Chief Secretary to Government
Objectives

• To provide G2C & B2C services in a convenient and efficient manner

• To enhance the accountability, transparency in service delivery.

• To provide cost-effective methods of service provision to the departments

• To provide efficient and Online MIS reports to the departments

• To enable the Government Departments and agencies to focus on their core functions
Situation before BangaloreOne

- Citizens used to visit citizen service centers of different Departments to avail the services.
- Citizens were supposed to visit different Departments only at stipulated time and days.
Situation before BangaloreOne

- Citizens used to wait for long time under uncomfortable conditions to avail the service.

- Citizens were supposed to go to a particular centre to which they belong.

- Citizens had no flexibility in pay modes.

- Departments were focusing more on bill collection and accounting rather than on core functions.

- Real time MIS reports were not available for the internal sections of the departments.
Situation before BangaloreOne

- Absence of disaster recovery of data and business continuity.
- Service delivery time was not defined, measured, monitored and analyzed by the departments.

- Services were not available on portal.

- Producing of the bill / demand note / challan was mandatory for citizen to avail the services.

- Different services of single department were delivered at different offices / places making citizen to run from one office to another office of the same Dept.
Implementation Strategy

- Public Private Partnership
- Dedicated Governance structure - EDCS
  - Directorate to manage the project
- Strict SLAs to maintain Quality of Service
Deployment Model

- Single Application Interface for all Services

- Connectivity between the Citizen Centers, Data Center and the back-end participating departments

- In built Redundancy, load balancing, offline capability, disaster recovery and business continuity sit to ensure 24X7 operations

- Participating Departments to make available required data at a central site for access and update by BI
Salient features of BOOne

- Services available on 8 AM to 7 PM on all 365 days (except National Holidays)
- Multiple G2C & B2C are available at all the counters of all the centers (ONE STOP)
- Jurisdiction free service
- Choice of Pay modes: Cash/Cheque/DD/ CC/DC/ Net Banking
- Citizen Friendly ambience
- No service charges
- Services through internet
Bangalore One - features

- Integration with the Bank from Day one
  - Card swiping machines, fake note detectors, note counting machine supplied to all the centers

- Payment through internet
  (www.bangaloreone.gov.in)

- Dynamic Reconciliation put in place
BangaloreOne - Features

- Online tracking of transfer of funds to departments
- Extensive Reporting Services
- No Government functionary deployed at B1 centers
Business Model

- Government provides well furnished centers, IT Hardware and Data Center
- Departments to pay service charges for rendering services (per transaction basis)
- Bank also contributes to the project
- PPP partners get Transaction charges
- Bank gets One day float
Status of Bangalore One as on 30th March 2016

- 100 Centres Operational
- Additional 40 centres ready
- 2 Mobile Vehicles - B1 on wheels
- Services - 103
- Around 22 Lakh footfalls per month
- 13.41Cr. Cumulative transactions since April 2005 till March 2016
- Rs.12,000 Cr. worth business achieved since April 2005 till March 2016
Front view of BI Centre
BangaloreOne Citizen Service Center

- 24*7 Service.
- Any service any time.
- Complete Transparency.
- Friendly Interaction.
- Electronic Q Management System.
- State of the art technology.
- Elegant and comfortable environment.
- Payments through Cash, Cheque, DD and Credit cards.
- Real Time MIS reports are made available to depts as per the requirements.
- Service on Portal also.
Citizens availing B1 services
Benefits to Departments

- No up front investment from Depts.
- More accountability and transparency thereby increase the revenue flow for Departments
- Transaction Data will be secured
- Reduction of resources required for accounting in department counters
- MIS – Real Time and user Defined
- Flexibility of Integration of services
Benefits to Citizens

- ONE STOP SERVICE - Saves cost & Time
- Services from 8.00 AM to 7.00 PM on all days - Convenience
- Jurisdiction free services
- Citizens will have Choice of Pay modes
- EQMS & Quick Service
- Citizen Friendly ambience
- No service charges
- Services through internet
Encounters and challenges

- Convincing the departments to participate in B1
- Updation of data at departments & Monitoring of data transfer up to sub-divisions
- Closing of departmental counters.
- Poor maintenance of IT infrastructure at the departments
- Challenges in getting space from utilities for opening new centers
<table>
<thead>
<tr>
<th>Department</th>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESCOM’s</td>
<td>Electricity Bill Payment</td>
</tr>
<tr>
<td>Water Boards/Corporations</td>
<td>Water Bill Payment</td>
</tr>
<tr>
<td></td>
<td>UGD Tax Payment</td>
</tr>
<tr>
<td></td>
<td>Property Tax</td>
</tr>
<tr>
<td></td>
<td>Fee for New water connection</td>
</tr>
<tr>
<td></td>
<td>Change of ownership of water connection</td>
</tr>
<tr>
<td></td>
<td>Miscellaneous Services</td>
</tr>
<tr>
<td>BSNL</td>
<td>Land Phone bill payment</td>
</tr>
<tr>
<td>Cell one</td>
<td>Mobile Bill Payment</td>
</tr>
<tr>
<td>PUC</td>
<td>Application for photo copy</td>
</tr>
<tr>
<td></td>
<td>Application for re-evaluation</td>
</tr>
<tr>
<td></td>
<td>Application for re-totalling</td>
</tr>
<tr>
<td>Bangalore University</td>
<td>Fee for Distant education courses</td>
</tr>
<tr>
<td>KSRTC</td>
<td>Ticket Booking</td>
</tr>
<tr>
<td>RTO</td>
<td>RC Extract ( B- Extract)</td>
</tr>
<tr>
<td></td>
<td>DL Extract</td>
</tr>
</tbody>
</table>
## Services being offered (Govt)

<table>
<thead>
<tr>
<th>Department</th>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Karnataka State Police</td>
<td>Fee for vehicle stolen report</td>
</tr>
<tr>
<td></td>
<td>Fee for amplifier sound system permission</td>
</tr>
<tr>
<td></td>
<td>Collection fee for Police Verification</td>
</tr>
<tr>
<td>Regional Passport Office</td>
<td>Online application for walk in applicants</td>
</tr>
<tr>
<td>Food and Civil Supplies</td>
<td>Online application for ration cards</td>
</tr>
<tr>
<td></td>
<td>Printing of ration cards</td>
</tr>
<tr>
<td></td>
<td>Modification of applicants details</td>
</tr>
<tr>
<td>UIDAI</td>
<td>Generation of e-Adhaar</td>
</tr>
<tr>
<td>Urban Development Authorities</td>
<td>Payment of fee for various services</td>
</tr>
<tr>
<td>Karnataka Housing Board</td>
<td>Payment of fee for Building Plan Approval</td>
</tr>
<tr>
<td>Bangalore Development Authority</td>
<td>Payment of fee for Building Plan Approval</td>
</tr>
<tr>
<td>Corporations</td>
<td>Birth and Death Certificates</td>
</tr>
<tr>
<td>Department</td>
<td>Service</td>
</tr>
<tr>
<td>-----------------------------------------------------</td>
<td>-------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Road Transport Corporations</td>
<td>Sale of Bus Passes</td>
</tr>
<tr>
<td>e - Procurement</td>
<td>collection of e- auction initial deposits</td>
</tr>
<tr>
<td>Office of Chief Electoral Officer</td>
<td>Name inclusion/Deletion/Modification/Transposition</td>
</tr>
<tr>
<td>Labour Welfare Board</td>
<td>Collection of subscription fees for registration</td>
</tr>
<tr>
<td>KSTDC</td>
<td>Holiday Package Booking</td>
</tr>
<tr>
<td>Home</td>
<td>Collection of fee for Attestation of documents</td>
</tr>
<tr>
<td>Endowment</td>
<td>Book Seva, Accommodation Booking, Collection of donation</td>
</tr>
<tr>
<td>CRF</td>
<td>Collection of Calamity Relief Fund</td>
</tr>
<tr>
<td>Bangalore Police</td>
<td>Collection of Fine &amp; Parking fine collection</td>
</tr>
</tbody>
</table>
## Services being offered ( Pvt )

<table>
<thead>
<tr>
<th>Company</th>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airtel</td>
<td>Mobile and Land phone Bill Payment</td>
</tr>
<tr>
<td>Vodafone</td>
<td>Mobile Bill Payment</td>
</tr>
<tr>
<td>Exide Life Insurance</td>
<td>Insurance Premium Payments</td>
</tr>
<tr>
<td>Namaste Media Services</td>
<td>Sale of applications for Govt jobs and Registration for job alerts</td>
</tr>
<tr>
<td>LAQSH</td>
<td>Registration of Job</td>
</tr>
<tr>
<td>ATRIA</td>
<td>Broad Band &amp; Cable TV Bills</td>
</tr>
<tr>
<td>Flight Raja</td>
<td>Domestic Flight Ticket Booking</td>
</tr>
<tr>
<td>Reliance</td>
<td>Mobile Bill Payment</td>
</tr>
<tr>
<td>Tata Tele Services</td>
<td>Land phone Bill Payment</td>
</tr>
<tr>
<td>Idea</td>
<td>Mobile Bill Payment</td>
</tr>
</tbody>
</table>
Cash Management

- Shift Wise Cash Settlement by Operator
- End of the day Cash Pickup from Centre by the Banker (7 PM) – Day 1
- Reconciliation / Float – Day 2
- Fund Transfers to Departments – Day 3
Results Achieved

• Started with 14 centers and at present 102 centers are operational with more than 400 counters per shift. There are two shifts from 8 am to 1.30 pm, 2 pm to 7 pm.

• Started with 13 services of 10 departments and at present offers a total 109 services of 24 Govt. Departments (88 services) and 12 Private companies (21 services).

• It started with 39,000 transactions per month and today it serves nearly 2.2 million citizens of Bangalore every month.

• Ever since the project was launched it has achieved tremendous growth.
Growth of BI over a period of time
Yearwise No. of Transactions at B1 Centres (Nos./Crs.)

- **2005-06**: 0.19
- **2006-07**: 0.42
- **2007-08**: 0.57
- **2008-09**: 0.76
- **2009-10**: 0.96
- **2010-11**: 1.08
- **2011-12**: 1.3
- **2012-13**: 1.54
- **2013-14**: 1.86
- **2014-15**: 2.21
- **2015-16**: 2.52
Yearwise turnover at B1 centres (Rs./Crs.)

- 2005-06: 151.05
- 2006-07: 341.61
- 2007-08: 440.62
- 2008-09: 541.18
- 2009-10: 715.13
- 2010-11: 858.39
- 2011-12: 1161.17
- 2012-13: 1552.4
- 2013-14: 1885.31
- 2014-15: 2191.23
- 2015-16: 2159.52
Sustainability of the project

Internal Sustainability:

- The partner bank keeps one day float on a day’s collection through B1 and bears part of OPEX.
- EDCS Directorate which runs B1 is financially self-sufficient. B1 Directorate to run its day to day expenses including staff salaries through the share of transaction charges and do not depend on the Government funding for it’s functioning.
- Addition of more services and opening of more centers as per citizen demands lead to increase in the number of transactions and in turn the PPP partner will be benefited and makes him economically sustainable.
- Service level agreement (SLA) with the PPP Partner.
- IPR of software rests with GOK.
External Sustainability:

- Departments to close down their existing citizen service centers which are co-located with BangaloreOne centers.

- Departments to explore the possibility of integrating their services with B1 before opening their own service centers.

- Participating departments to enter into service level agreement with EDCS Directorate.

- Service level agreement with the banking partner.
**HIGH IMPACT:** A study conducted by IIM-B reveals that around 96% of the citizens rated B1 service delivery as Satisfactory.
initiatives of B1

- **B1 on Wheels** — Two mini buses with full infrastructure to suit B1 requirement are deployed in the uncovered areas of the city.

- **B1 services on Mobile Phones**

- **B1 services at citizen doorstep** — Through the use of mobile kits to cover areas such as big residential apartments.

- **B1 Centers in Commercial Complexes** — Opened at Big Bazaar outlets
Innovative Initiations – B1 on Wheels
B1 on Wheels
Services Through Mobile
BI at your doorsteps
B1 at BIG BAZAAR outlets
Recognition for B1

- **CSI Nihilent e-Governance Award 2005-06** for being Best in Service Orientation.

- **National Web Ratna Award 2009** for Excellence in Citizen Centric Service through Portal

- **Manthan Award 2012** for the Best e-Gov Project

- **CSI Nihilent Award 2012** Best Project for Sustainance

- **Namma Bengaluru Award -2013** (Awarded by Namma Bengaluru Foundation)
Best Practices
Best Practices

- Change Management
- Dedicated Team
- Robust Technical Solution
- Redundancy at all levels
- Constant Monitoring
- Long term Vision
- Policy Decisions based on Requirement
- More Automation
- Long term Partnership
Figure 1: Functional Architecture of B1
Technologies

- Virtual Environment
- MS Windows 2003 / 2012 Operating System
- Database - MS SQL Win 2008 / 2014
- Centralized Application
- Web Services Integration
Thank You!