

West Godavari District

ICT initiatives at its best at the Rice Bowl of Andhra Pradesh

Edited by **REUBAN K**

NIC, West Godavari is playing a key role in extending technical expertise to District Administration in ICT initiatives. NIC, West Godavari is the first District in Andhra Pradesh, to implement e-office in all the Government Departments upto Tahsil level. NIC is playing major role in conducting recruitments, implementing various State and Central projects and also in development of in-house software as per the requirements of the District Administration.



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West Godavari District or Paschima Godavari Zilla (as it is called in Telugu) is one of the 13 Districts of Andhra Pradesh. The District is situated in Coastal Andhra region of the State. Eluru is the Administrative Headquarters of the District. As of 2011 Census of India, it has an area of 7,742 sq. km.) and a population of 39,36,966. It is bounded by Krishna District on the West, East Godavari District on the East, Bay of Bengal on the South and the State of Telangana on the North.

ICT Initiatives in the District

PMAY Urban Housing allotment System

NIC, West Godavari was instrumental in developing the website of urban house scheme of "Housing for all". All the beneficiaries' details have been de-duplicated with the AADHAAR and Ration Card. Beneficiary data has been verified with the House Tax data and also whether any family members are already having a house or already applied for this scheme. De-duplication had been done for all the municipality beneficiaries' data. After de-duplication flat allotment process was done based on the condition of Physically Handicapped (PH) and age criteria. PH and above 60 years are allotted for Ground Floor and similar age condition applied for other floors allotments. Allotment letters generation and abstract statements are prepared. The same software has been replicated in all the Districts in the State of Andhra Pradesh through APTIDCO. An Admin Module was provided to the Managing Director, APTIDCO with a provision of Beneficiary details editing, deletion and dropping of Beneficiary from One Category to another category. MIS Reports were also provided.

AMMAVODI

"Jagananna Amma Vodi" Scheme is one of the welfare schemes among the nine schemes of State Government called as "Navratanalu". An android application has been developed for the people of West Godavari district to know their status of Amma Vodi Benefits, whether the amount has been credited to their bank account or not. They can know their bank details, amount credited, children details, etc. If the mother is ineligible for the benefit, they can find out the reasons for ineligibility.

YSRRBWG (YSR RYTHU BHAROSA)

An android application has been developed for the benefit of Farmers of the District to know whether their Rythu Bharosa benefit has been credited to their bank account or not. Farmers can know their status of benefit by using their AADHAAR number or mandal, village and khata number. If the farmer is eligible, the farmer can get amount credited to his/her bank account. They can know the bank details,

amount credited, etc. If a farmer is ineligible, he/she can find the reason/s of rejection.

Employee Grievance System

West Godavari District Collector (DC) has established a grievance system for the employees working in the various Government Departments for solving their grievances with a grievance cell at District Collectorate on 3rd Friday of every month. A web-based application of Employee Grievance Monitoring has been developed and implemented.

The employee can come to the grievance cell and register their grievance. After successful registration, a confirmation receipt with grievance ID for future reference will be given to the employee for submitting it to the District administration in Employee Grievance programme which is conducted every third Friday of the month. The DC after writing his remarks on that complaint sends it to the concerned officer for taking necessary action on that receipt submitted by the employee. The grievance will be forwarded to the concerned officer login by the grievance cell at District Collectorate, based on the DC remarks. The concerned officer will get the



NIC West Godavari District Centre is doing a commendable job for the District Administration. NIC West Godavari District Centre is providing ICT support and services to various departments of the State Government as well as to the Central Government Departments and the District Administration. This endeavor has made West Godavari one of the leading Districts in the State in terms of IT-enabled service delivery to its citizens. NIC West Godavari developed various projects and successfully implemented many ICT projects.

Mutyala Raju Revu, IAS
Collector & District Magistrate
West Godavari District

grievance in their login and takes necessary action against the grievance. The DC monitors the status of the grievances regularly.

Special Officer Field Visit System

The District Administration has decided to conduct field visits to all the district offices, Primary health care centre's, Veterinary Hospitals, Anganwadi Centre, Schools, Hostels, etc., To achieve complete coverage, the District Collector has appointed 48 officers as Special Officers for 48 Tahsils for conducting field visits to the entire District. The Special Officer will conduct surprise field visit to any of the Offices/ Primary Health Centres/ Veterinary Hospitals/ Anganwadi Centres/ Schools/ Hostels in their allotted Mandal. The Special Officer will inspect and submit field visit report to the DC. The DC will mark his remarks and will send it to the concerned officer for taking necessary action on the inspection report submitted by the Special Officer. Based on the remarks of the DC, the field visit report will be sent to the concerned officer login to take action. The Concerned officer will take action on the field visit report received in their login and will take the necessary action by getting approval for work grants and expenditure grants by the higher authorities and submit action report to the District Administration with filed visit photos, action taken report etc. Since the district has a lot of Government Offices, Hostels, Schools, PHCs, etc., the concerned officer may take long time to process or to take action. During this process, the Special Officer who visited the place is responsible for follow-up on the issue and to make the concerned officer take action on the issues found by the officer. The DC will monitor the field visits status on weekly basis by providing grading to the 48 special officers based on their field visits done, redressal of Spandana Petitions, getting works grants approval and expenditure approvals.



The District Collector has established a Call Centre for resolving citizen grievances through a

Software for Citizen Call Centre

The District Collector has established a Call Centre for resolving citizen grievances through a



Ammavodi App being launched by Minister of Transport and I&PR of Government of Andhra Pradesh

Toll-Free number, 18002331077. Citizens can call at this number and can register their grievance. During the grievance registration, the citizen has to provide certain basic data such as Name, Address, Mobile number and nature of the grievance. Based on the nature the grievance, it is forwarded to the concerned officer login by the Call Centre operator. After successful registration, a confirmation SMS with grievance ID for future reference is sent to the citizen's mobile number with concerned officer details and citizen details are sent to the officer's mobile number. The concerned officer gets the grievance in his/ her login and take necessary action on the grievance. The District Collector monitors the grievances status on regular basis.

Recruitment of Grama Sachivalayam Posts

NIC has extended complete technical support for recruitment of various posts in Grama/ Ward Sachivalayam. A software for randomisation of Invigilators, Supervisors and Chief Superintendents for examination centres, and for MIS Reports of attendance and other monitoring reports, category cut-off marks, etc., using their hall ticket number has been developed and successfully implemented.

Polling Personnel Randomization

NIC has extended technical support in conducting HOP/ APLA Elections-2019. Polling party randomization, Micro observers' allotment and Polling Stations allotment to the polling parties, EVM randomization, etc., have been carried out successfully. NIC, West Godavari has extended technical support to various software provided by ECI.

Other Key Initiatives

e-Office implementation

NIC was instrumental in implementing the e-office software in 98 Departments and 1200 Offices. Till now, around 17,84,299 files (current and migrated) were digitalized in e-Office and 16,97,775 Receipts were created.

Important Events organized

Various State Level functions were held in West Godavari District as well as the visits of Hon'ble Chief Minister of Andhra Pradesh for setting up of IT/ Media control room at NIC, West Godavari.

Accolades

- West Godavari was awarded as one of the best performing Districts under 'DigitalIndia' by Shri Ravi Shankar Prasad, Hon'ble Minister for Communications, E&IT and Law & Justice
- Shri GVSR Sarma, DIO, NIC, West Godavari was awarded by the District Collector on Republic Day and Independence Day for the outstanding services in the IT Sector.

Way Forward

NIC, West Godavari is committed to provide efficient and total ICT support to the District Administration and field level offices of the State and Central Governments in the District. eOffice is being extended to village level of State Government departments.



Rythu Bharosa App being launched by Shri. Mutyala Raju, District Collector, West Godavari

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