e-CMRF:
Chief Minister's Relief Fund Automation at Odisha

e-CMRF is a web based application system has been implemented for the automation of Receipts & Issue of assistance under Chief Minister's Relief Fund (CMRF), to bring transparency & accountability at every level and promote timely assistance to the needy citizen.

ASHOK KUMAR HOTA
Technical Director
ak.hota@nic.in

SIBA PRASAD DASH
Senior Systems Analyst
spdash@nic.in

Chief Minister's Relief Fund (CMRF) provides financial assistance to citizens in distress like needy and indigent persons for treatment (Major Ailments), distressed people affected by Major Calamities, persons affected by major mishaps, and other special cases as approved by the Chief Minister (CM). This fund depends upon budgetary allocation provided by the Government of Odisha and Voluntary donations received from the general people and several organizations related to social responsibility. As per Section 80G of Income Tax Act, the donations to the relief fund are entitled to 100% Income Tax exemption.

WHY E-CMRF?

It has been sincerely felt that the value of fund would increase multifold, if we can
– Reach to the un-reached
– Provide up-to-date status to the applicant
– Bring in ease in the process of relief remittance
– Deliver the relief at the earliest possible time
• Device Modalities to attract more Donors
• Convert One-Time Donor to Multi-Time Donor

CHALLENGES / ISSUES:
• No Standardized Application Format for ailment / non-ailment
• Citizen moves place to place just to apply for relief
– Obtaining Application Form, for Recommendation of Tehasildar, Medical Certificate from Hospital, Recommendation of MP/ MLA, Application Submission etc.
• Application Processing taking long time
– Application Verification, Information to the applicant for document needs if any, diarisation at various levels, processing at various stages etc.
• Process Delays due to
– Diary / Dispatch movement
– File processing
– Financial transactions through DDs
• Verification with previous sanctions is time consuming
– Within same financial year
– Across the state
– Same or other ailments
• **No intimation about in-Process Applications Status to applicants**
• **Middlemen Interferences**
• **No timely submission of Utilisation Certificate**
• **Manual preparation of Ledgers, Cash Book etc.**

The existing manual process for adjudicating and providing the relief called for inclusion of ICT to bring transparency & speed up the overall process so that the relief may reach needy at the earliest.

SCOPE:
NIC Odisha has developed and implemented the e-CMRF, a complete web-based automated solution with re-

engineered process flow, at CMRF section of the General Administration Department, Government of Odisha. Implementation of the system has helped to bring down the average processing time i.e. from receipt of application to release of funds. The system has been developed as role based - from citizen to district and state level. System is configurable for various defined levels in the sanction process.

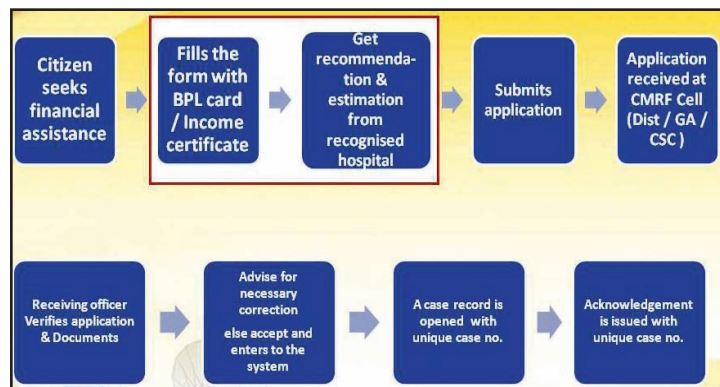Product envisages covering the scope of
- Receipt of Donations
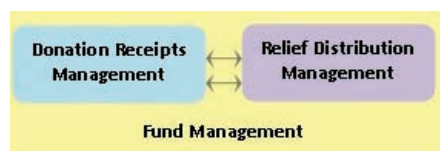
- Relief Distribution
- Fund Management

PROCESSES REENGINEERED
- Online generation of Diary / Dispatch numbers – Reducing file movement time
- Online remarks at various levels – restricted physical file movement

- Banks (Receiving the donations & issuing relief)
- Hospital (Certifying the cases & distributing the relief)
- Tehasildar (Certifying the income)
- Collectors (Approving the application)
- GA -CMRF (Coordinating department)
- CM Office (Final approving authority)

DELIVERABLES
- Online movement of applications through various levels
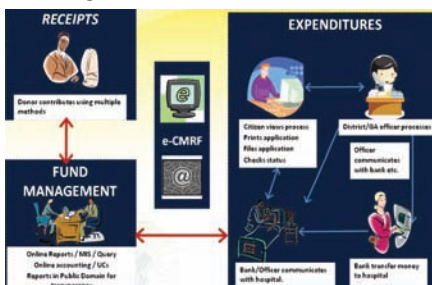
- Automatic generation of Standardised letters
- Online queries - Purpose wise / Applicant's or Donor's Namewise /

customization & rollout
- Dynamic Role-based Dashboard
- Colour coding Pattern for Pending Applications / Batch of applications
- Processing of a group of similar cases as 'a Batch' with 'one-click'
- Online Query Back / Comply forward options among all levels
- Batch file Securitization facility
- Common remarks facility for batch files
- Easy verification for previous sanctions - Within same fiscal year / across the state / same ailment.

G2G & G2C E-GOVERNANCE ORIENTATION
- 24x7 Accessibility from anywhere over internet
- Transparency at Donor / Applicant / Departmental Officer level
- Accountability fixed at various level as per Citizen Charter defined
- Online grievance submission facilitating citizen rights
- Integration with Chief Minister's Grievance number

- Scanned documents available for online verification at all levels
- Relief Disbursement through online account transfer
- SMS integration at various transaction level
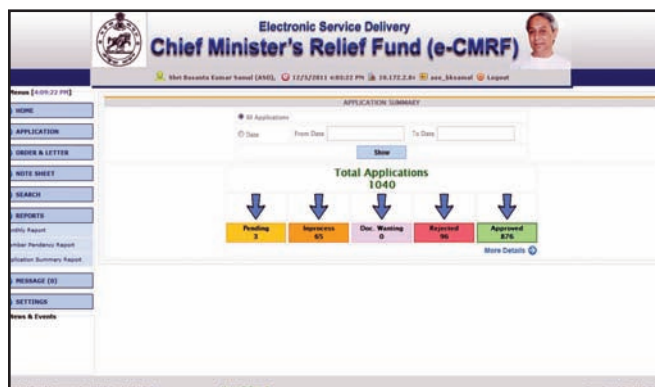- E-Mail integration for System generated letters / release orders etc.

STAKEHOLDERS INCLUDE
- Donors (donating to CMRF)
- Distressed Citizen (applying for the relief)

amount wise / Hospital wise / District wise etc.
- Online Donors' Details
- Online Generation of Note Sheet for Approval / Rejection /Query / Compassion cases
- MIS / Accounting / Statistical Reports
- Uploading of PDF / JPG files like BPL / Income certificate etc.

SALIENT FEATURES
- Standardised Role-based levels for easy

Information and transactions oriented e-Governance services coupled with process re-engineering and change management has been successfully attempted under the project.