

While the benefits to the government arising from the collaborative processes and shared data are substantial, the linkages established between departments also provide other significant benefits:

- Less time and resources spent in eServices delivery; results in efficiency gain of more than 20% resource and funds utilisation and improved ROI.
- Minimise paper work and manual procedures, e.g. movement of physical files from one office to another.
- More effective implementation of social schemes.

- Citizens can conveniently access multiple eGovernment services through a single interface.
- Complete citizen information in one central repository.
- Streamline state-level processes.
- Single regulatory mechanism for conflict resolution across departments.
- Enhanced security through the use of Public Key Infrastructure (PKI).



Case Study



CITIZEN DATA VAULT

"We are impressed with the extent to which the CrimsonLogic team has gone to understand our needs and challenges. The team has put in good efforts and diligence during the implementation of the state-wide IT initiative, involving a number of government departments and covering approximately 2.2 million people in a difficult terrain.

To this end, CrimsonLogic has indeed been an excellent choice for the CDV-PKI-MPHS project."

Arindam Tomar,
Project Director,
PMU/ITDA, Department of Information Technology,
Government of Uttarakhand

SUMMARY

Client: IT Development Agency (Project Management Unit), Department of Information Technology, Government of Uttarakhand, India.

Challenge: With over 8.5 million citizen data stored in fragmented systems, across heterogeneous environments, involving 109 different government agencies, the government in the State of Uttarakhand faced challenges in implementing timely social services to the needy citizens within the state.

Solution: CrimsonLogic's robust and scalable Citizen Data Vault (CDV) standardises and links the database of these 109 government agencies, giving the State of Uttarakhand's government more control over citizen information.

Benefits: CDV provides a single transparent view of citizen information to 109 government agencies, enabling them to implement social and general services more effectively; improving the quality of governance.

For more information on this case study, please contact us at sales@crimsonlogic.com

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BACKGROUND

The State of Uttarakhand has a population of over 8.5 million citizens. Information on its citizens was randomly stored with each government agency, making it impossible to track and use the citizen data effectively. The situation was further aggravated as government agencies tend to implement IT systems independently, resulting in fragmented, duplicated and inconsistent citizen data over time. In addition, the quality of the information often deteriorated further with every business process re-engineering and priority change. Transactional activities made based on poor quality data were obscure. Lastly, the absence of a common platform meant that citizen data updated with one government agency could not be shared among others, resulting in significant inefficiencies.

As a result of outdated or incomplete citizen data, government agencies were unable to effectively and efficiently implement social schemes for their citizens. Laborious rounds of manual checks were thus necessary to verify the eligibility of citizens for every social scheme. Maximising business process efficiencies in a heterogeneous environment was a challenging and complex task. The difficulty stemmed from the fact that different applications employed different integration standards, message exchange strategies and workflow processes. Faced with fragmented applications in a heterogeneous environment, decision makers were often deterred by the lack of centralised information.



Another hindrance to efficient business operations was the diverse data definitions used in different applications. For example, the field label for "Name" can also be defined as "Customer Name", "User Name" or "Citizen".

Some of the problems that surfaced due to lack of information clarity and effective communication between various departments were:

- Issue of rations by the Food and Civil Supplies Department to a citizen whose Death Certificate had been issued by the Registry of Birth and Death System.
- Selection of a citizen for old-age pension when he/she had recently registered a residential property of 200 square metres in his/her name.
- Inclusion of a 16-year old into the electoral list based on oral confirmation provided by the head of a household.
- A general category citizen getting a job under the employment reservation for backward classes based on the caste certificate issued by a local authority.

SOLUTION

The CDV resolves the technology challenges of the existing systems by creating an interface to integrate multiple databases from various government agencies



without disrupting the current system. An enterprise-wide citizen identity master vault serving all operational and analytical systems centralises the data. Citizen data is collected through an initial survey conducted across the State of Uttarakhand and enriched by the various departmental applications over a period of time, enabling government agencies to manage the consolidated data efficiently.

CDV and its interfaces are implemented on top of existing data models. This gives the government flexibility to add new data models as and when required. The data models provide a platform for CDV to act as a repository of Core Data.

By providing complete view of every aspect of a citizen, CDV brings about greater transparency to facilitate quick decision making by different government agencies. Citizen data updates can be shared readily among all agencies through an interface that is accessible by agency-level applications. To ensure data consistency across all agencies, CDV is equipped with a 360-degree viewer that displays all aspects of citizen information in a single view. In addition, inconsistent data relating to a citizen can be tracked and resolved easily with the in-built data comparison modules.

The incorporation of digital photographs and fingerprint impressions of urban citizens in the database have the following uses:

- Identification of the right beneficiaries, without any duplication of schemes like SGSY, Rural Employment Guarantee and many others.

- Data on village as well as the livestock, land holding size, livelihood and health condition of each villager in the state can be made available.

- The database can be used to verify and merge with the election ID, school, health department and gram panchayat (the local village or town government) to make it the single authentic source of citizen identification and benefit allocation.

- Caste certificates, land records and other certificates of birth/death insurance etc., can be generated online directly from the common village-level service centres (CSCs).

- Infrastructural development requirements, as per the population distribution and its current livelihood pattern, are available on this database, making it a powerful tool for state programme planning.

Uttarakhand State has more than 16,800 villages spread across 97 blocks. The Urban Project has already covered a population of more than 20 lakhs, which leaves a rural population of more than 60 lakhs to be covered to complete this initiative.

BENEFITS

CDV provides an invaluable source of citizen data for the government agencies in the State of Uttarakhand. Time-intensive manual verification processes are eliminated as the authenticity of citizen data is assured. The improved citizen service delivery also enhances government-to-citizen relationship.