

## 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.dowrorissa.gov.in](http://www.dowrorissa.gov.in), which acts as a platform to disseminate various information relating to activities of the department in the interest of citizens.
3. The Deptt. has made its presence in the sphere of Social Media by opening separate accounts in Facebook and Twitter under the handle of @Odisha Water Wef. Jul 2016. Information on achievements of the department, work progress, flood information and any other relevant information are posted in the social media platforms from time to time.
4. 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
5. The online budget submission system has been made operational in the Department through an application named “BETA”
  6. In order to effectively monitor the progress of development and interact with field officials, beneficiaries, the department is using video Conferencing facility over OSWAN.
  7. 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, 154 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. In another significant improvement, steps have been taken to integrate WAMIS & VATIS (Value Added Tax Information System) systems so as to transfer VAT amount to deducted at source to VATIS after monthly account is accepted by DAG, Puri.

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 over 120 line offices. It has been planned to implement the system to other field offices in phased manner.
8. Monitoring of work progress: The department has taken initiative to monitor work and expenditure progress by creating several whatsapp chat groups. With this arrangement officers at all levels are made aware of latest developments taking place in the field. Besides above, real time information is made available to all members ensuring transparency in the system.
9. Official email IDs: All officers in the major & medium sector have been allotted official email ID in .nic/.gov domain so as to ensure informity and adequate security in official communication
10. e-Biz: The department taken necessary steps to operationalise Make in India by implementing e-Biz application in 30 offices. By this way, the process of water allocation industry is simplified to a great extent.

11. 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 re-dressal 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](http://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.

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