

**National Roundtable on  
State Level  
Government Performance Management**

*18<sup>th</sup> May, 2015, New Delhi*

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Principal Secretary  
Government of Odisha**



# CREATION OF CENTRE FOR MODERNIZING GOVERNMENT INITIATIVE (CMGI)

## CMGI initiatives in Modernising Government & Performance Management

- Human Resources Management System (<http://hrmsorissa.gov.in>)
- Litigation Management System (<http://orissalms.in>)
- Central Monitoring System (<http://ortpsa.in>)
- Revenue Court Cases Monitoring System (<http://rccmsodisha.in>)
- Model Village Monitoring System (<http://modelvillage.org.in>)



# CREATION OF CENTRE FOR MODERNIZING GOVERNMENT INITIATIVE (CMGI)

*Chief Minister's Award for Excellence and  
Innovation in Governance and Public  
Service Delivery*



# E-ABHIJOG :

[HTTP://CMGCORISSA.GOV.IN](http://cmgcorissa.gov.in)

- State Grievance Redressal Portal established in the year 2010.
- Online submission of Grievances by the citizens and redressal by concerned Departments.
- e-Abhijoga is designed in such a way that there is an Unique Grievance Tracking Number.



# E-ABHIJOG :

[HTTP://CMGCORISSA.GOV.IN](http://cmgcorissa.gov.in)

- Easy to Use- Registration of grievance on 24\*7 basis.
- Quick feedback- Unique Registration number to the citizen upon submission of the grievance and status updates.



# E-ABHIJOG : WEBSITE FOR STATE GRIEVANCE REDRESAL PORTAL (SINCE 31ST JULY 2010)

The screenshot shows a web browser window with the URL [cmgcodisha.gov.in](http://cmgcodisha.gov.in). The page features a dark green header with the Odisha State emblem and the text "Odisha State Grievance Redress Portal Government of odisha". A navigation bar includes links for "Skip to main Content", "User Manual", "Feedback", and "Contact us". Below the header, a banner mentions the "Launching of Orissa State Grievance Redressal Portal e-abhijoga" by the Hon'ble Chief Minister on 31st July 2010. The main content area is divided into sections for citizens and public grievance officers.

**FOR CITIZEN**

- Lodge Grievance
- Lodge Reminder Clarification
- View Action Status

Click here if you wish to change your grievance password


**PUBLIC GRIEVANCE OFFICERS**

(For official use)

User Name

Password

Login



# HUMAN RESOURCES MANAGEMENT SYSTEM (HTTP://HRMSORISSA.GOV.IN)

The screenshot shows the HRMSORISSA.GOV.IN website. The browser address bar displays 'http://orissalms.in/lms fail' and '503 Service Unavailable'. The website has a navigation menu with links: Home, About Us, Administrative Unit, Act & Rules, Notifications, MIS Report, DDO List, Site Map, Contact Us, and HRMS Login. A blue alert banner reads: 'ALERT Download Firefox Browser 32. Click Here to download. Click Here to download trouble shooting tips.' The main content area features a green banner for 'Preparation and submission of Pay Bill to Treasury' with a red headline: 'Extention of the Last date of submission of self-appraisal by the appraisee to 31/05/2015 instead of 30/04/2015. Click Here to download the Order'. Below this is a red banner for 'Schedule for Preparation and Submission of Pay Bills to Treasury online using HRMS. View Order'. The left sidebar includes 'Know Your Establishment' with an Android app on Google Play, 'News & Announcement' with a training update, and 'Quick Links' with various report and manual links. The right sidebar has 'About HRMS' and 'Video Tutorials' showing 'Secretariat Inter' video players with 'URL Blocked' messages. The footer includes 'HR Analytics of the month' and a large orange circle on the right.

http://orissalms.in/lms fail x 503 Service Unavailable x

Home About Us Administrative Unit Act & Rules Notifications MIS Report DDO List Site Map Contact Us **HRMS Login**

**ALERT** Download Firefox Browser 32. [Click Here](#) to download. [Click Here](#) to download trouble shooting tips.

**Know Your Establishment**

ANDROID APP ON Google play

**PAR**

News & Announcement

- Training on updation of e-Service Book and online submission of paybill to Treasury to all District Co-ordinator and D.E.O. held on Gopabandhu Academy of Administration on 11.07.2014.

**Quick Links**

- i-OTMS BILL STATUS
- DDO wise Allotment
- NPS Details (iFMS) **NEW**
- Competency Dictionary for the Civil Services
- Competency-based Human Resource Management for the Indian Civil Service
- HRMS Online Paybill Training Report
- HRMS Paybill Status Report(Department Wise-Regular)
- HRMS Paybill Status Report(Department Wise-Non Regular)
- HRMS Paybill Status Report(District Wise)
- HRMS Online Manual
- e-Service Book Correction Manual
- Loan Adjustment Manual
- FAQ

**Preparation and submission of Pay Bill to Treasury**

**Extention of the Last date of submission of self-appraisal by the appraisee to 31/05/2015 instead of 30/04/2015. Click Here to download the Order**

**Schedule for Preparation and Submission of Pay Bills to Treasury online using HRMS. View Order**

**About HRMS**

Human Resources Management System (HRMS) envisages automating transaction relating to personnel matters. HRMS is the flagship project of CMGI (A society under General Administration (Administrative Reform) Department, Government of Odisha). In HRMS, an employee may apply leave, loan, or put forward his/ her report, request, or grievance through Internet. In return she/he can receive the sanction or reply on-line through internet from authorities. An authority may issue notification or orders of transfer, promotion or deputation of the employees on-line. HRMS software automatically prepares all related accounts and registers like Service Book, Leave Account, Loan Account, Salary Account, Incumbency Chart etc, retrieving relevant data from transactions. Moreover it will also help retiring employees to prepare their own pension papers on click of buttons and help authorities to process pension papers easily and quickly. HRMS is an application software to carry out personnel transaction of government employees in on-line mode through Internet. In this regard, the transactions, that have already taken place are already being captured as legacy data. The Service Book of each employee is the most composite repository of such transactions. Hence, service data of each employee from the service book creates backbone of HRMS software for provisioning above services.

**Video Tutorials**

Secretariat Inter **URL Blocked** Secretariat Inter **URL Blocked**

Online Submission of PAR using HRMS Submission Remark by Reporting Authority of PAR using HRMS

[More Tutorial >>](#)

**HR Analytics of the month**

# HRMS AT A GLANCE

- Service Book of 3.47 lakh regular employees is maintained
- Service Record of 2.46 lakh non-regular employees is also maintained
- Unique Employee Id and Password issued to 3.6 lakh employees to access HRMS
- HRMS -Payroll has been implemented in 6200 DDO offices.
- 32,107 Salary Bills are prepared through HRMS every month and submitted electronically to treasury.
- Token and TV No is obtained from iOTMS.

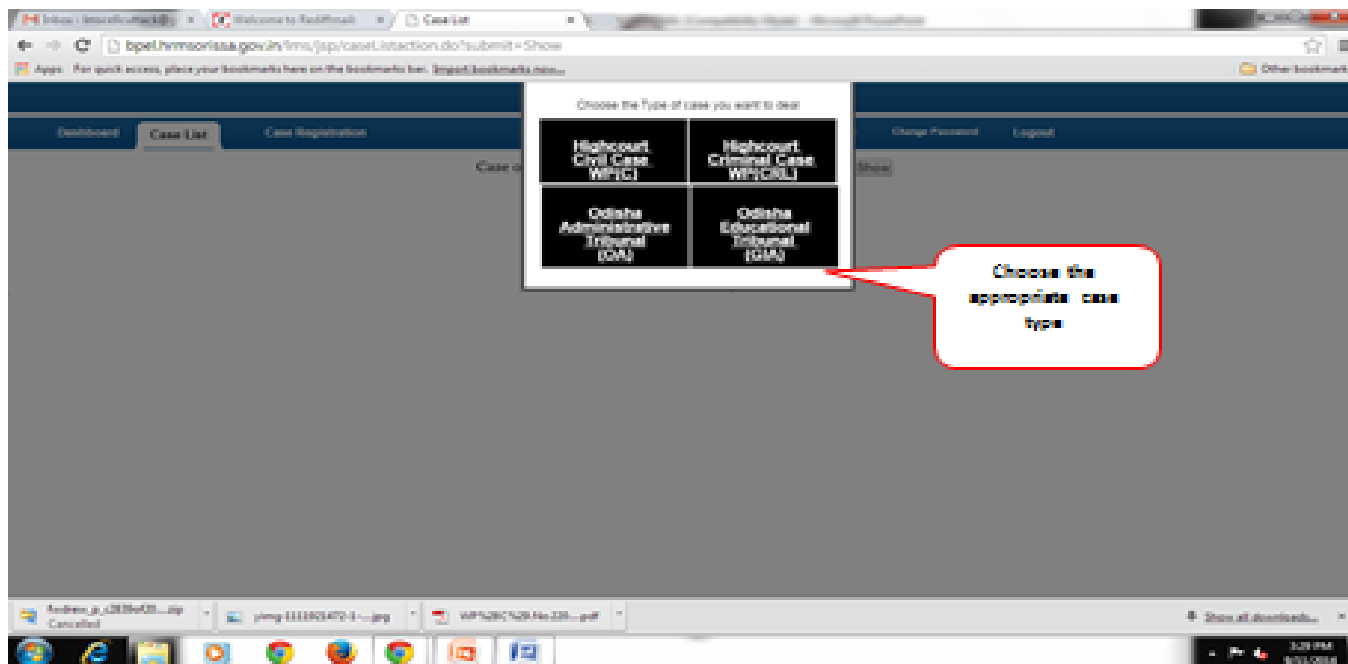




# LITIGATION MANAGEMENT SYSTEM (LMS)

## Choose the Type of Case

Presently LMS Project office are dealing with Civil/ Criminal case Orissa High Court & Odisha Tribunal Case(Bhubaneswar & Cuttack Bench).



# LMS : SALIENT FEATURES

- Online submission of PWC/ Draft Counter
- Uploading of Interim Orders/ Final Judgments
- LMC used for the preparation of PWC in
  - Supreme Court
  - Sales Tax Tribunal
  - Civil Court
- MIS Reports
- Training to officers and stakeholders



# OFFICE INSPECTION AND ORGANISATION PERFORMANCE MONITORING SYSTEM

[HTTP://OIOPMSODISHA.IN](http://oiopmsodisha.in)

- To improve collaboration on sharing of information.
- To provide facilities to automate office inspection processes.
- To provide data visualization through dashboard system for effective decision support.



# OFFICE INSPECTION AND ORGANISATION PERFORMANCE MONITORING SYSTEM

[HTTP://OIOPMSODISHA.IN](http://oiopmsodisha.in)

- To provide Document management for proper information management.
- To enhance accountability at different level.
- To provide right information at the right time to increase efficiency  
through informed decisions.



# WEB BASED REVENUE COURT CASE MONITORING SYSTEM

## REVENUE COURTS COVERED

### 1<sup>st</sup> phase

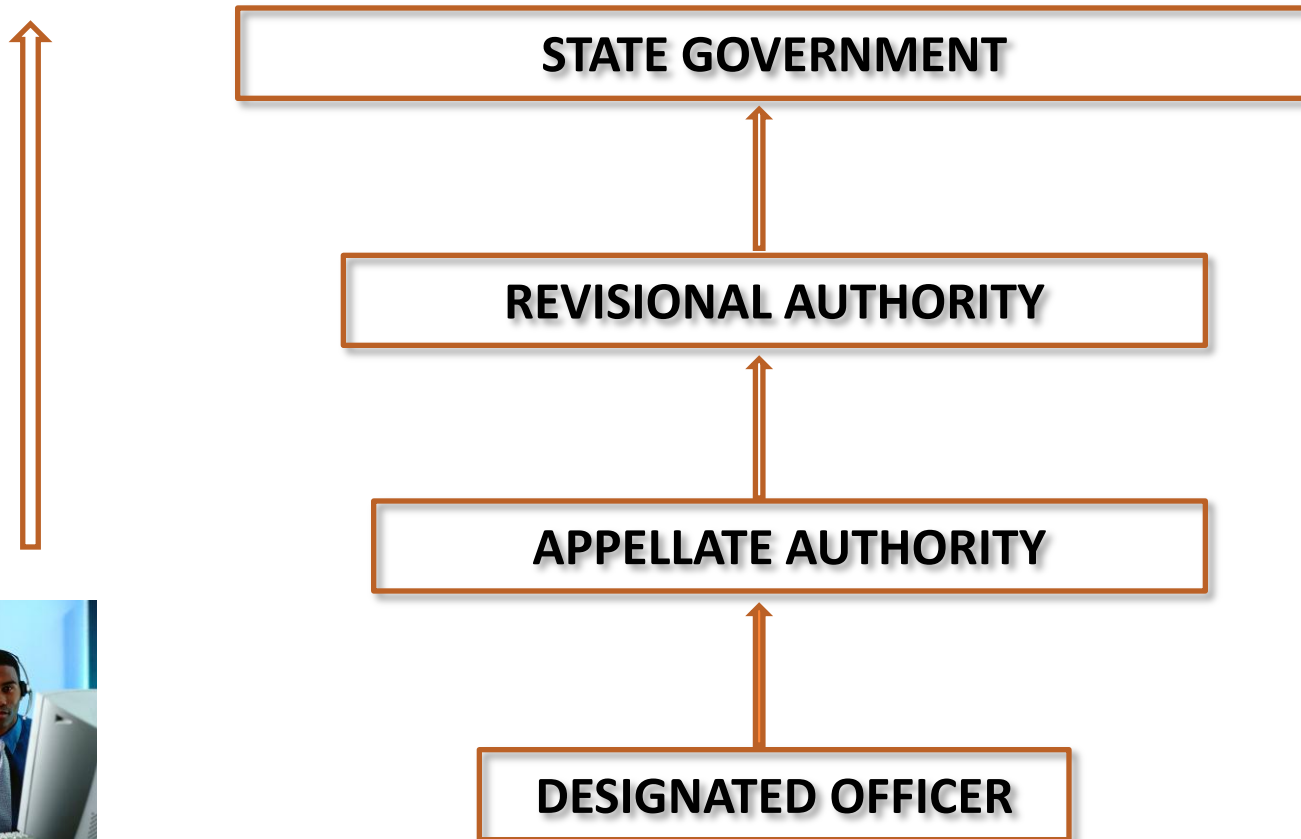
- ✓ Court of Collector
- ✓ Court of ADM
- ✓ Court of Sub-Collector-cum-SDM
- ✓ Court of Tahasildar
- ✓ Court of OSD (Land Revenue)
- ✓ Court of Executive Magistrates
- ✓ Court of Land Acquisition Officer.

### 2<sup>nd</sup> phase.

- ✓ The courts of RDC
- ✓ Board of Revenue



# ORTPSA (ODISHA RIGHT TO PUBLIC SERVICE ACT, 2012: THE STRUCTURE



# ORTPSA (ODISHA RIGHT TO PUBLIC SERVICE ACT 2012)

- Act and Rules notified in the year 2012.
- Obligation over Public Authorities to provide citizen centric services in time bound manner
- So far 89 Services of 12 Departments notified under this Act
- 522 more Services are identified and are under consideration of Govt.



# CENTRAL MONITORING SYSTEM

@ HTTP://ORTPSA.IN

The screenshot shows a web browser window with the following elements:

- Browser Tabs:** "HbDg", "Odisha Right to Public Serv...", "New Tab".
- Address Bar:** "x.php" and a search bar with the text "Search".
- Website Header:** "Right to Public Service" logo and "Government of Odisha".
- Navigation Menu:** Home, About, Department, Services, IEC, PMU, Contact Us, FAQ.
- Main Content Area:**
  - Section Header:** "Welcome to Odisha Right to Public Services Act".
  - Image:** A photograph of a group of men in suits standing behind a long table decorated with flowers, holding blue folders.
  - Text:**

The Odisha Right to Public Services Act, 2012 in Odisha is an exemplary initiative by the State Government to check corruption in public service delivery. The law enables the citizens to demand public services as a right and also includes a provision for penal action against officials failing to provide the services within the stipulated time.

The idea is to generate a demand for services, and to provide citizens with a platform for getting their grievances redressed in a time bound manner.
- Right Sidebar:**
  - Check Application Status:** Includes a "NEW" badge, an input field for "Acknowledgement Number", and a "Check Status" button.
  - CALL CENTER:** A box with the text: "Please contact **Designated Officer, Appellate Authority and Revisional Authority** of corresponding services."
  - Buttons:** "Visitor No: 119178", "Photo Gallery", "Media", "Workshop", "Events".
- Taskbar:** Shows various application icons at the bottom of the screen.





# WORKSHOP ON ORTPSA



# MODEL VILLAGE

- To overcome development challenges by adopting coordinated bottom-up approach.
- Executed through Bharat Nirman Volunteers (BNVs). 66741 BNVs have been enrolled in Odisha.
- BNVs are imparted training about various schemes and programmes of Government.
- Rural Diksha Website (www. <http://ruraldiksha.nic.in/>),
- A web based application is designed to monitor block level and district level activities related to Model Village Program. It can be accessed by users at URL <http://www.modelvillage.org.in>





## List of Bharat Nirman Volunteers

S.No.	No. of Districts	No. of Blocks	No. of Panchayats	No. of Bharat Nirman Volunteers
1	ANGUL	8	100	2922
2	BALESHWAR	18	18	285
3	BARGARH	11	11	176
4	BHADRAK	144	144	2012
5	BOLANGIR	39	39	435
6	BOUDH	36	36	655
7	CUTTACK	253	253	8164
8	DEOGARH	6	6	513
9	DHENKANAL	126	126	2308
10	GAJAPATI	28	28	582
11	GANJAM	22	22	1194
12	JAGATSINGHPUR	113	113	2791
13	JAJPUR	161	161	3711
14	JHARSUGUDA	11	11	235
15	KALAHANDI	116	116	3555
16	KANDHAMAL	95	95	3886
17	KENDRAPARA	4	4	149
18	KENDUJHAR	170	170	3690
19	KHORDHA	62	62	1796
20	KORAPUT	82	82	4077
21	MALKANGIRI	63	63	964
22	MAYURBHANJ	100	100	3507
23	NABARANGPUR	32	32	3324
24	NAYAGARH	65	65	1446
25	NUAPADA	1	1	51
26	PURI	171	171	4055
27	RAYGADA	164	164	6698
28	SAMBALPUR	17	17	528
29	SONEPUR	73	73	1281
30	SUNDARGARH	65	65	1751
	<b>TOTAL</b>	<b>248</b>	<b>2348</b>	<b>66741</b>

[View Graph](#)

**66741 BNVs ENROLLED IN ODISHA AS ON 18.05.2015 IN RURAL DIKSHA WEBSITE (WWW. HTTP://RURALDIKSHA.NIC.IN/)**

# MODEL VILLAGE MILESTONES



## VDP Preparation:

Training for VDP Team:  
PRI, BNVs, Line Depts,  
Bankers, NGOs,  
Corporates; PRA based  
planning

VDP Implementation: Baseline  
Survey; Nirmal Gram; Pensions;  
CMRF; MDM, SSA, Health &  
Hygiene; Literacy drive;  
Plantation, Nursery; Fruits &  
vegetables, Kitchen Garden;  
Fishery, Goatery, Dairy; Poultry,  
Honey, Vermicomposting,  
Mushroom; Skill Dev; Industry,  
Labour Welfare, Job Creation,  
Housing; Bank Credit

## VDP Outputs:

Convergence;  
Public Service Delivery;  
Production;  
Infrastructure;  
Social Harmony;  
Environmental Balance;  
Success of all flagship  
programmes of government  
and MDGs  
Good Governance

## Evaluation:

Text & Video  
Documentation,  
Dissemination, Awards

Village Development Plan (VDP)

Millennium Development Goals (MDGs)

# CHIEF MINISTER'S AWARD FOR EXCELLENCE AND INNOVATION IN GOVERNANCE AND PUBLIC SERVICE DELIVERY

- **Electronic Fund Management System (e-FMS G), PR Department, oO:**
- **IEC programme under ARD**
- **Mobile Governance (m-Gov) in Procurement Operations**
- **Diversion of spring water for Irrigation-cum-Drinking water at Mudrajodi Village in Shyamakhunta Block, Mayurbhanj District.**
- **Disaster Response Activities during Cyclone Phailin and subsequent floods 2013 of Directorate General, Fire Service, Home Guards & Civil Defence**



# DISTRICT INNOVATION FUND (DIF)

- Scheme recommended by the 13th Finance Commission
- Based on the premise
  - innovations can help accelerate the efforts of administration to reach out to the people
  - make public service delivery more efficient.
- DIF is highly flexible
  - funds used as per the needs of a particular district.
  - Each District is given Rs 50 lakhs to promote innovation
- DIF can fund the use of technology in districts and, help in making administration more accountable, transparent and efficient.



# ADOPTION OF RESULTS FRAMEWORK DOCUMENT (RFD) -BY GOVT. OF ODISHA

- RFD system was adopted from 2013-14 for 17 Social and Infrastructure departments for Performance measurement and monitoring.
- A High Power Committee (HPC) constituted under the chairmanship of the Chief Secretary  
(to examine and approve the RFDs and Performance Evaluation Reports).
- Regional Director, RBI, Director, XIMB Bhubaneswar- members of HPC.
- The Performance Evaluation-
  - 5 departments achieved >90% score,
  - 7 departments achieved >80%



# **ADOPTION OF RESULTS FRAMEWORK DOCUMENT (RFD) -BY GOVT. OF ODISHA**

- The RFD system extended to cover all departments from 2014-15.
- RFDs 2014-15 of all departments finalized by HPC.
- Performance Evaluation Reports for 2014-15 based on RFD for the year, is under review by the HPC.
- The preparation of RFD 2015-16 by departments is under Progress.





# ISO 9001 CERTIFICATION...

- ISO: 9001:2008 Certification for the Planning and Coordination Department as a pilot project.
- The National Productivity Council of Government of India has been engaged to provide technical guidance.



# SINGLE WINDOW CLEARANCE SYSTEM

- The Odisha Industrial (Facilitation) Rules, 2005 are being amended to streamline the single window clearance system.
- The authorities shall also monitor the grounding of the projects and facilitate in timely disbursement of incentives.
- The entire project approval process shall be made online for faster disposal of applications.



# EASE OF DOING BUSINESS

- The Government of India had prescribed 98 Action Points for implementation by the States as part of the reform process under **MAKE IN INDIA**.
- The implementation process of the Action Points in co-ordination with multiple Government Departments and agencies is under progress.



# IPR 2015

- The IPR 2001 and 2007 put in place a robust policy framework for industrial promotion and investment facilitation in the State.
- The Draft IPR 2015 aims at reinforcing and further expanding this process.
- Stakeholders consultations is under finalization



# EVALUATION OF PLAN PROGRAMMES

- Evaluation Studies on different Plan programmes have been taken.
- So far,72 Evaluation Studies were undertaken out of which 15 Evaluation Studies under Revised Long Term Action Plan (RLTAP) were under taken.



# EVALUATION OF PLAN PROGRAMMES

## □ Evaluation Studies have been taken up

Sl. No.	Name of the Evaluation Study	Name of the Evaluating Agency
1	System Study for Quality in Public Service Delivery and Supply Chain Study	National Productivity Council (NPC), Bhubaneswar.
2	Biju K.B.K. Plan	NIRD, Hyderabad
3	Technical aspect of Cement Concrete Road	IIT, Bhubaneswar
4	Remote Area Village Electrification Programme, Roof Top Solar System and Bio-Gas	IIT, Kharagpur
5	Integrated Low Cost Sanitation Scheme	XIM, Bhubaneswar.



**THANK YOU**

