

GOVERNMENT OF ANDHRA PRADESH



RELEASE OF WHITE PAPER ON GOVERNANCE

REDEFINING GOOD GOVERNANCE

***TECHNOLOGY BASED GOOD GOVERNANCE IN ANDHRA
PRADESH***

DEPARTMENTS OF ITE&C, RTG, POLICE and EXCISE

24 DECEMBER 2018

TRANSFORMATION THROUGH PEOPLE CENTRIC GOVERNANCE – THE TECHNOLOGY WAY

The Journey started since state bifurcation in June 2014 was not easy and we have inherited various problems. These include shifting to the new state without a capital city in the new state, no place to work, threatening financial and institutional issues and bankruptcy coupled with enormous difficulties.

Amidst all these unpleasant and adversities, the only hope was that the government enjoyed people's confidence unflinching trust in the state leadership, people's enthusiasm to willingly participate in the state reconstruction process and the readiness of employees to support and work beyond conventional time schedules to stand on our own legs.

The immediate step contemplated and put in place was to ensure a proper platform which would be a happy, corrupt-free and inspiring work environment which not only encourages the people but also incentivize them for their relentless efforts.

To deal all these perturbing issues effectively at the critical juncture and to give a direction to the government and the people, our government has brought in Vision 2029, which aspires the state to be the best in the country by 2029 and best investment destination by 2050, so as to make sure that a globally competitive society is established.

As part of transparent, accountable and corruption-free governance who have utilized the technology to ensure seamless service delivery. We have established systems to ensure people-centric governance taking advantage of technology to the last mile beneficiary by introducing necessary policies during last 4 years. Resolving issues through participatory approach under grievance redressal Platforms

of Janmabhoomi, Navanirman Deeksha and Grama Darshini has been the hall mark of our governance.

Securing 615 National and International awards by the state are the testimony of our government's performance. We will continue to prove our performance even more effectively in the days to come.

Real Time Governance

1. Real Time Governance - an Introduction:

The State of A.P. has always been a forerunner in terms of leveraging Technology for Development. Given the stage at which the State is in with its unique challenges post bifurcation, it is important for the Government to formulate and implement a strategy that not only builds a technology framework to match the global trends, but also foster an ecosystem for public service delivery for empowerment of citizens with the ultimate aim of achieving good governance through technology.

In this context, the Department of Real Time Governance (RTG) has been incorporated by Govt. of Andhra Pradesh to ensure agile and responsive means of governance and public service delivery to citizens. Real Time Governance is the first of its kind initiative by Government to enable positive 'disruptive' changes in Governance, Public Administration & Management by leveraging the tools of e-Governance, technology and electronic communication.

Real Time Governance Society (RTGS) started functioning from 26th Nov 2017 with a motto of People First to ensure 80% satisfaction of citizens in overall governance and the Service delivery of the schemes. Parishkara Vedika - 1100: It is an integrated Call centre platform with a capacity of 15 lakh calls/day manned by 2000+ operators (24x7). Citizens can call toll free number 1100 from the click of their phone and register their grievances. These grievances get automatically routed till the last mile govt. functionary for necessary redressal.

With an objective of bringing efficient and effective governance to the citizen by leveraging e-Governance, technology and electronic communication, Govt. of Andhra Pradesh Real Time Governance with state-of-the-art technology infrastructure and big data analytics sourced from the field level in real time.

Real Time Governance ecosystem aims at bringing a uniform platform using:

- a. Real time dash-boards on various performance indicators
- b. An Integrated Communication System called "Parishkara Vedika" for efficient Grievance Redressal Mechanism for the Citizens at a phone call to 1100 from anywhere
- c. Machine Learning & Artificial Intelligence Tools for data analytics
- d. Incident Reporting: On Weather, Disaster Control, incident management, State Emergency Operations Centre (SEOC), etc

Hosted through a repository of CC Cameras, Drones, Sensors & IoT, Digital classrooms, Telecom infrastructure of Fibregrid and FSCO (Free Optic Space Communication).

2. Parishkara Vedika and Grievances Redressal:

Real Time Governance has established a first of its kind Parishkara Vedika:1100 - a grievance redressal call centre and communication platform of Govt. of Andhra Pradesh. The Parishkara Vedika has 750 desks manned by 2000 personnel round the clock in three shifts. With the establishment of Parishkara Vedika, citizens in Andhra Pradesh can simply dial 1100 to register any kind of grievance under the sun. The Parishkara Vedika has a calling capacity to make 30 lakhs calls/per day including IVRS calls.

All complaints from a dog menace to issues in drinking water to unavailability of quality seeds to request for a new ration card/pension, etc can be done with a simple phone call to the toll free number 1100.

All the grievances received are classified into 4 broad categories

1. Individual Grievance - where the grievance pertains to a particular individual who has made the complaint. Eg: A person complaining about a power supply in his home.
2. Community Grievance - where citizens complains about a persisting issue related to his/her /their village or locality or community. Eg. Lack of roads to his village, complaining about poor health services in the local primary health care centre, etc
3. Financial Grievances - where a citizen complains or request for a service where there are financial implications. Eg: A citizen asking for a new house under housing scheme, or a ration card, as in the given two cases, the local authority needs clearance from the government to sanction funds for the grievances.
4. Non- Financial grievances - where a citizen complains about a service for which there is no financial implication. Eg. A citizen complaining to repair the sewage drain in his street. This will not require any new fund sanction as funds would have already allocated to local panchayat or municipal authorities to clean/repair or for maintenance of the drains.

All the grievances received above are automatically routed to the respective last mile functionary concerned and redressal done for the grievances. Each concerned authority shall have to redress the grievance within the stipulated time (SLA - Service Level Agreement) and close the grievances.

360• Approach: The call centre after redressal of a grievance shall call back the respective citizen and collect feedback on the quality of redressal if he were satisfied. Only then a grievance is treated as closed. RTGS through its team of subject matter experts (SMEs) and strategy leaders effectively monitors the pending grievances of all departments at various levels and follows up for their instant action. There are 24 avenues through which a citizen in Andhra Pradesh can register his grievance with the government. As like 1100 phone call, citizens can register grievances via various mobile, web applications and social media platforms.

Mobile & Web-based Applications

There are a number of Apps launched by RTG, with the objective of active engagement of citizens - each aiming to provide a platform for two way communication between the Citizen and the Government.

These Apps include: AP CM Connect Card in Kaizala, RTGS Website (Meekosam), People First Citizen App, NCBN App, App for Sand-reaches, App for reporting Illicit liquor shops, Event Specific Apps for Nava Nirmana Deeksha, Janma Bhoomi, Aada Biddaku Rakshaga Kaduludam, Housing, Palle Nidra.

The unique features of all the above mentioned Apps include, a feature of 2 way communication, grievance reporting, suggestions, feedback to Hon'ble CM, Reporting Corruption, Citizen Satisfaction Survey and uploading content including videos and pictures. Further, integration of these Apps with 'Parishkara Vedika' Communication Center provides scope for 360 degree feedback mechanism.

Real Time Governance has received 1,72,11,367 crore grievances till date of which 1,41,92,898 cases have been resolved.

3. Satisfaction Surveys:

Govt. of Andhra Pradesh through Real Time Governance Society collects real time feedback from citizens/beneficiaries on the quality of the services/benefits they have availed. RTGS does satisfaction surveys with beneficiaries to assess the satisfaction of citizens in the implementation of a program/scheme.

RTGS from its Parishkara Vedika calls the beneficiaries of different schemes and collects their feedback. A specific questionnaire is devised for a particular scheme as per the executive guidelines and deliverables of the program in consultation with the respective government. The questionnaire is recorded in an IVRS (Interactive Voice Response System) format and dialed to the respective beneficiaries. Based on the specific feedback provided by the beneficiaries, a program's satisfaction is evaluated.

Unlike other surveys where a sample is drawn for evaluation, RTGS undertakes satisfaction surveys with the entire universe of beneficiaries. As afore mentioned, Parishkara Vedika has a calling capacity of 3 million or 30 lakhs calls per day. Satisfaction surveys are being conducted for nearly 120 schemes of which above 37 are flagship programs of the govt. of Andhra Pradesh. This activity of collecting citizens feedback in the implementation of the program started with the inception Real Time Governance in the last 1 year. The questionnaire is devised in a simple format understandable to any common citizen in Telugu. Significant efforts are made at all levels of administration from the village till the head of the department/Secretary in improving the satisfaction rates expressed by the citizens. This is a first of its kind initiative by any government where a government calls its citizens and collects real time feedback in implementation of the schemes.

There has been a significant increase in improvement of satisfaction expressed by the citizens. For example, programs like Public Distribution System (PDS) or the food ration has improved remarkably by 13% from 67% to 80.5% and social security pension by 5% from 79% to 84 % respectively. Both are important public welfare programs in the state counting among top 5 of all flagship schemes. PDS program has a beneficiary base of 3.6 crore units and Social security

pensions NTR Bharosa has around 50 lakhs beneficiaries. Therefore it is remarkable to note that both the above programs have a citizen satisfaction of > 80%.

Likewise, the health services like NTR Vydy Seva, the universal health coverage scheme of Govt. of Andhra Pradesh has a satisfaction of 90% remaining stable for the last 1 year. Similarly, the urban health wellness program through urban primary health care centres (eUPHCs) Mukhyamantri Arogya Kendralu has remarkably improved by 15% from 62% to 77% in the last 1 year. Similarly the mobile medical services in rural areas, the Chandranna Sanchara Chikitsa has a satisfaction rate of >75%.

As can be observed, government is putting significant efforts in improving the services of various flagship programs in agriculture, power supply, municipal administration, women and child welfare, housing and other sectors. Majority of the flagship schemes have a citizen satisfaction of more than 80%. It is mandated by the Hon'ble Chief Minister and the Govt. of Andhra Pradesh that the satisfaction rate shall be above 80%.

RTGS organizes the satisfaction surveys regularly and feedback from citizens are shared to the Chief Minister's Office and respective Secretaries/HoDs of the departments. Based on the feedback, the departments shall critically review the feedback and undertake corrective measures so as to improve citizen satisfaction in delivery of services. The entire workflows in terms of data capturing, mapping to all administrative units viz., the district, division, mandal or villages etc for the satisfaction surveys have been automated. Hence it is possible to derive satisfaction rate till a village level for a given program.

The satisfaction rates of all programs are reviewed by the Hon'ble Chief Minister himself along with his Council of Ministers during the Secretaries Conference every fortnight.

4. People Hub:

Andhra Pradesh Praja Sadhikara Survey is a dynamic survey of all households, aimed to capture socio-economic demographic information of citizens in digital form, with online validations. The field surveyors can enter the data by accessing the relevant portal through a connected tablet so that the data validations happen online and the scope for mistakes is minimized and the consolidation and analysis of data can be completed within 2 weeks of the completion of field survey.

The objectives of the proposed Smart Pulse Survey are summarized below:

- Completing the seeding of Aadhaar in the databases of identified developmental
- Ensuring the correctness of the data already seeded with Aadhaar;
- Ensuring that the demographic data of any person is identical in the SRDH
- Eliminating duplicate records;
- Deleting the records of persons who have expired;

- Creating a self-consistent set of records in the form of AP State Socio-Economic and Welfare departments; database and the departmental database; Database.

The basic purpose of the Policy is to create the People Hub as a Single Source of Truth. This can't be achieved unless all the relevant databases mentioned earlier are made to converge and interoperate seamlessly, within a short period of time to ensure synchronization of the various datasets. The Smart Pulse Survey precisely attempts to do this.

Against the above background, the Smart Pulse Survey can be defined as a coordinated and synchronized effort at creation, integration and convergence of the multiple databases relating to socio-economic data of the people with the SRDH database. Government of Andhra Pradesh has adopted Aadhaar as one of the most important datasets to be used in the implementation of the development and welfare programs.

The following facts bear this out:

- a) Aadhaar enrolment by UIDAI has crossed 98% of the residents of the State.
- b) A Policy titled "Policy on Unique Identification of Residents of AP" has been approved by the Cabinet and notified in G O Ms 16, ITE&C Department dated 29/07/2015.
- c) Seeding of Aadhaar in the databases of various depats increased to 80-95%.
- d) Aadhaar has been successfully used in various programs like the Social Welfare Pensions, Scholarships, Rural Employment Guarantee Scheme and Debt Relief to farmers.
- e) ITE&C Department is in the process of implementing a comprehensive application, conforming to global standards, to create the People Hub, so as to ensure the purity, integrity, reliability, security, privacy and availability of the people database.
- f) The AP State Enterprise Architecture, named "e-Pragati", designed by the ITE&C Department, gives a pivotal place to Aadhaar-based identification of persons.

The policy mentioned in (b) above as well as the e-Pragati Architecture mentioned in (f) above, enjoin creation of the People Hub as a Single Source of Truth of core data on the residents of the State, by undertaking a Smart Pulse Survey.

People's Hub database consists of 2 principal portions - the demographic data contained in the SRDH and the Socio-economic data contained in the various databases created by the line departments, as part of implementing their developmental and welfare programs. While the demographic data contained in the SRDH is nearly accurate and highly reliable, the departmental databases are being aligned and synchronized with the SRDH data mandating an immense need to achieve the convergence of these various databases - for delivering data driven governance.

Andhra Pradesh has already created a State Resident Datahub (SRDH) in association with the UIDAI. The SRDH mirrors the Aadhaar data relating to AP from the Data Repository of UIDAI in Bangalore/ Manesar. The data is updated at a defined periodicity. The Basic Data on any resident that Aadhaar has, contains the fields Unique Aadhaar Number, Name, C/o Name, Date of Birth or Year of Birth, Gender, Address, Postal PIN code, Photo, Biometric data (10 fingerprints + Iris). While UIDAI has

shared the demographic data elements with SRDH, the biometric data is available for a case-to-case online bio-metric authentication.

5. Events and Incidents Monitoring

RTGS as part of its events and incidents monitoring activity, helps in quick resolution of an event or an incident in any part of the state. RTG constantly monitors all major incidents in the state and responds with institutional supports in case of a distress or an emergency situation. Supports services, communication, expert solutions, etc are immediately provided so that the incident is resolved swiftly.

RTG played an important role in the Vadapalli boat capsizing incident in River Godavari near Polavaram during May 2018. RTGS was the first to alert the state administration and established communications with the district units providing all support to the local administration from the headquarters. RTGS liaised with the Indian Navy immediately after the incident and brought their bringing Naval deep diving teams and helicopters. The Naval teams greatly helped in quickly finding the missing bodies.

The alert management system constantly monitors all print, electronic and digital media for any untoward incident in the state.

6. Projects Monitoring:

RTG as part of the projects monitoring and surveillance project is installing CCTV cams in important high-end infrastructure projects of the state like Polavaram, important highway projects, flyovers, etc. RTG has established 110 cams in the project site of Polavaram in important structures like the spillway, spill channel, batching plants, etc. This shall help in monitoring the progress of the structure in real time enabling quick and effective implementation without delays.

Similarly, 20,000 CCTV cams are installed across the state of Andhra Pradesh in important junctions of cities, towns, municipalities upto the level of mandal headquarters as part of traffic management, crowd control, incidents monitoring, virtual inspections, etc.

7. RTGS-AWARE (AP Weather Forecasting and Early Disaster Warning):

Govt. of Andhra Pradesh through RTGS has entered into a collaboration with Indian Space Research Organization (ISRO) to provide in house meteorological services to Govt. of Andhra Pradesh like Weather forecasting, nowcasting, agro-advisories, sea-state forecasting, extreme weather events like thunderbolts, lightning, cyclones monitoring, etc. RTGS-AWARE uses advanced ensemble modelling for weather forecasting.

All extreme weather events that may occur in the state are forecast and the advisories and communication are immediately sent by RTGS to respective clientele viz., district, mandal and village level administrations, citizens, farmers, fishermen, etc.

1. *Agro-advisories*: are sent bi-weekly to all the agricultural functionaries in the state till the village level - region and crop wise.

2. *Rough Sea Alerts*: are sent to fisherman 48 hours or 72 hours prior to the occurrence to the fisheries department, district administration and individual fishermen. RTGS uses the People Hub databases in taking contact details of fishermen and IVRS call alerts are sent advising them not to venture into the sea.

3. *Thunderbolts/Lightning*: An advanced weather modelling application is put in use for prediction of lightning and thundershowers wherein the system shall be able to detect occurrence of a lightning event 40 minutes prior to the fall. During such events, RTGS through the Parishkara Vedika platform blasts IVRS calls to the local citizens, farmers, agricultural labourers, and important village functionaries like Panchayat secretary, VRO, Sarpanch of the village/mandal where lightning is about to happen alerting them to stay inside safe and secure buildings.

4. *Cyclones/Depressions*: Events like Cyclones and Depressions are also forecast and their track monitored by RTGS AWARE and appropriate dissemination, alerts are sent to local administration.

RTGS was largely responsible for successfully alerting the district administrations of Srikakulam and East Godavari during the Cyclones Titli and Phethai respectively.

A. Cyclone Titli:

The Aware team of RTGS correctly predicted the course of Cyclone Titli accurately predicting its landfall in the coast of Srikakulam above Kalingapatnam. Cyclone Titli made its landfall in Pallesarathi village of Vajrapukothuru mandal in the intervening night of Oct 10-11, 2018. The precise prediction helped in communicating the local agencies to evacuate coastal population to safe places in time and taking other preparatory measures. Likewise, communication was sent to fishermen to remain off from sea for fishing due to cyclone and rough sea. All these measures by RTGS ensured that the number of casualties due to cyclone Titli are very low. There were only 9 deaths in Andhra Pradesh in Srikakulam during the storm, whereas Titli claimed more than 60 lives in Odisha. Similarly more than 40 people died in Tamil Nadu due to Cyclone Gaja.

B. Cyclone Phethai

Similarly from the experience of Cyclone Titli, RTGS was able to deftly handle Cyclone Phethai, which hit central coastal Andhra Pradesh near Kakinada on 17 Dec, 2018. RTGS monitored the entire track of Cyclone Phethai right from its inception from a low pressure system 1400 south east of Bay of Bengal to the time it formed into a depression, deep depression and severe cyclone until it made landfall off AP Coast between Kakinada and Yanam.

a. *Speeding up Paddy Harvest:* Understanding the movement of the cyclone, RTGS alerted the agricultural departments in central districts especially Guntur, Krishna, East and West Godavari and upto Visakhapatnam to further advise farmers to quickly complete harvesting of their standing crops. This ensured more than 30,000 hectares of paddy crops were saved from lodging and inundation due to the cyclone.

b. Facilitating harvest: Towards facilitating a quicker harvest, RTGS coordinated with agricultural dept. and transport dept. to ensure paddy harvesters are available to all the farmers of these areas. More than 200 harvester were uberized in these districts and ensured harvesting.

c. Protection for grain - Tarpaulins: Wherever the paddy was harvested and paddy grain were dried, RTGS facilitated distribution of tarpaulin sheets to farmers to insulate their grains from rains and heavy winds. Nearly 5250 tarpaulin sheets were distributed in central districts from 3 days prior to the cyclone. Farmers were advised to call 1100 if they require tarpaulins and the information and location of farmers whomever called 1100 was immediately intimated to the agricultural department.

d. Speeding up procurement: Considering the harvest seasons, RTGS duly informed civil supplies department about the impending cyclone and requested to speed up paddy procurement. Civil Supplies Dept. promptly followed the advisory and ensured farmers faced no issues in quickly selling the paddy which might have otherwise affected by cyclone due to lack of storage. The timings of procurement of paddy was extended 24x7 in the days prior to the cyclone. Herein RTGS helped farmers to escalate to us if any issues of procurement which was informed to the department.

e. Transport/Vehicular movement Regulation: Considering the severity of the cyclone, RTGS alerted the traffic, roads and transport authorities to identify vulnerable routes in the highways, important routes near the coast, etc and regulated vehicular movement especially trucks, containers, public transport like buses, autos as cyclone and heavy wind speed can cause the vehicles to overturn. Likewise, people of these areas were also advised not to move outside during the day of landfall. RTGS took the vehicle registration database from the transport department and issued advisories to the 42,000 vehicle owners about the cyclone through IVRS calls.

f. Surveillance: Surveillance cameras were positioned among these above vulnerable routes for monitoring vehicles movement, wind and rainfall monitoring, for taking necessary precautionary measures.

g. Fishermen: Fishermen were alerted 1 week prior to the landfall not to venture into the sea considering a forecast of rough sea and high tidal waves. There was not even a single casualty of fishermen during the cyclone. RTGS alerted the fisheries department, local administrations, local communities, village functionaries of the impending cyclone through IVRS calls advising them to stay off the sea. Based on RTGS advise, Communication was also sent to fishermen who went into the sea to come back. Nearly 350 vessels were made to comeback prior to the cyclone. There was a case of 4 vessels that went deep into the sea that could not be communicated using mobile phones. RTGS utilized the FM radio and sent advisories about these 4 vessels naming their villages asking them to immediately return back. RTGS also pressed helicopter operations taking support of Navy to identify 4 vessels carrying 26 fishermen that drifted off from East Godavari. Here also, no casualties were reported.

h. Advisories to Citizens: Advisories were also sent to the citizens of vulnerable mandals along the coast where the cyclone was predicted to make the landfall.

i. **Compensation directly to bank accounts:** RTGS also facilitated seamless transfer of compensation of cyclone relief to the affected farmers of agriculture, horticulture, farmers who lost cattle, sheep, poultry, fishermen whose boats were damaged, lost their nets, etc, people whose houses got damaged, etc. All the information of the victims were uploaded in a mobile application developed by RTGS along with their bank account details. RTGS enabled direct benefit transfer of Rs.530 crores, directly to the respective bank accounts of the victims, instantaneously within a period of 3 weeks from the date of landfall of cyclone Titli.

Thus through above various measures, RTG is enabling government to institutionalize good governance practices and provide last mile service delivery to the citizens in the most efficient way, in real time.

2. Public Service delivery through ITE&C

Government soon after state bifurcation has ensured that proper governance systems are in place and AP is the one of the few states effectively using the technology for people's welfare and development.

Schemes under ITE&C:

- a. GoAP inaugurated the Andhra Pradesh Cyber Security Operations Centre in April 2018, which is expected to provide long-term online security, credibly deter potential foes, and keep critical systems defended.
- b. AP Innovation Society (APIS) was set up, with a mandate to promote innovation with the aim of developing an ecosystem of startups.
- c. APIS together with Indian Innovators Association organized India International Innovation Fair in Vizag. APIS forged a partnership with The Indus Entrepreneurs (TiE), to start TiE Amaravati Chapter.
- e. ESD-Mee-Seva

Roll out of kiosks in gram panchayats (GP).

Out of the 12,920 GPs in the state, ESD-Meeseva could roll out meeseva centers in about 3151 GPs as of June 2014. Between June 2014 and December 2018, ESD-Meeseva rolled out GPs in about 9200 GPs, and fast approaching saturation. Meeseva kiosks could not be rolled out in the remaining 3720 GPs due to weak digital connectivity and lack of commercial viability.

Pending beyond SLA (PBSLA) requests.

An important indicator of government services delivery is the PBSLA metric, which indicates the number of services that could not be closed by the Government functionaries due to various reasons which could be due to procedural, legal, and other constraints. ESD-Meeseva engaged with the line departments, and has reduced this metric from about 3,20,000 (in 2014-15) to about 69,000 in December 2018. ESD-Meeseva further aims to reduce the PBSLA to about 5,000 by 31-3-19.

The subsidiary performance indicators and the connected achievements are shown in Table 1 as under:

Table 1: Key Achievements of ESD-Meeseva between 1-6-2014 and 22-12-18

S.No (1)	Description (2)	As on 22-12-18 (3)	As on 01-06-14 (4)	Achievements of Andhra Pradesh state between 1-6-14 to 22-12-18 (5) = (3)-(4)
1	Number of Meeseva G2C Services offered	450	197	253
2	Number of Meeseva B2C Services offered	236	159	77
3	Number of Meeseva Online Services offered	200	20	180
4	Number of Meeseva App Services	117	0	117
5	Total number of Departments covered	37	31	6
6	Number of Meeseva Centres	11835	3,506	8329
7	Total number of Transactions	131604141	22622787	108981354
8	Txns of Category A Services	59916287	2942946	56973341
9	Txns of Category B Services	71687854	19679841	52008013
10	Pending within SLA services	767426(91.67%)		
11	Pending beyond SLA services	69756 (8.33%)		
12	Rejected services	7541567		
13	Number of Category A services	86	56	30

The Mobile MeeSeva App was introduced in 2015, with RAMINFO as the technical partner. The no. of B2C and G2C services extended, the no. of transactions, and the revenues, as of December 2018 are shown in Table 2 below:

S.No	Particulars	No of Services	No of Txns.	Revenues (Rs.)
1	B2C Services	82	304040	140644484
2	G2C Services	39	10179	602575
	Total	121	314219	141247059

ESD-Meeseva also monitors E-taal (Electronic transactions aggregation and analysis layer), a Government of India portal, meant for the dissemination of e-Transactions statistics of National and State level e-Governance Projects including Mission Mode Projects. It receives transaction statistics from web based applications periodically on near real time basis. Andhra Pradesh has been a consistent topper in E-taal as of December 2018.

e-transactions clocked by the various states and union territories of India, below:

Sl.No.3	State	No. of e-Transactions	e-Transaction per 1000 Population	No. of e-Services
1	Andaman and Nicobar	14,52,360	3832.08	13
2	Andhra Pradesh	1,49,20,35,223	30159.8	196
3	Arunachal Pradesh	11,19,035	809.72	40
4	Assam	3,43,65,232	1102.55	88
5	Bihar	13,35,36,464	1286.43	59
6	Chandigarh	48,15,284	4568.58	69
7	Chhattisgarh	12,45,40,159	4876.28	98
8	Dadra and Nagar Haveli	6,59,942	1929.65	43
9	Daman and Diu	4,26,176	1761.06	41
10	Delhi	6,03,03,454	3599.56	113
11	Goa	39,73,755	2727.35	44
12	Gujarat	45,98,64,331	7615.79	182
13	Haryana	8,26,50,559	3259.99	99
14	Himachal Pradesh	5,24,70,098	7653.16	111
15	Jammu and Kashmir	1,19,12,084	949.32	53

16	Jharkhand	3,48,66,162	1057.64	49
17	Karnataka	12,22,98,924	2000.64	89
18	Kerala	52,41,62,859	15699.61	121
19	Lakshadweep	11,59,708	18120.44	13
20	Madhya Pradesh	17,61,18,129	2425.97	126
21	Maharashtra	14,69,28,819	1307.52	90
22	Manipur	22,48,968	826.52	40
23	Meghalaya	38,69,090	1305.36	69
24	Mizoram	20,33,009	1863.44	70
25	Nagaland	22,58,822	1140.82	56
26	Odisha	6,87,97,392	1640.1	92
27	Puducherry	31,35,241	2520.29	59
28	Punjab	5,52,12,774	1992.95	116
29	Rajasthan	24,93,99,000	3634.44	102
30	Sikkim	9,05,202	1491.27	36
31	Tamil Nadu	37,20,47,384	5157.44	141
32	Telangana	1,33,93,13,819	38056.26	219
33	Tripura	33,94,894	924.79	61
34	Uttar Pradesh	33,84,32,707	1695.72	83
35	Uttarakhand	2,13,82,445	2113.73	82
36	West Bengal	26,89,01,911	2943.74	134
	Total e-Transactions	6,20,09,91,415		
Source: http://etaal.gov.in/etaal/Index.aspx				

D. Digital Literacy.

ESD-Meeseva is the state implementing agency for PMGDISHA program, which was initiated in the state from 1-4-2016. The aim is to impart digital literacy to 10,00,000 rural illiterate citizens by 31-3-2019, and impart digital literacy to 100,00,000 rural literate citizens by 31-3-2020. The Meeseva centers are registered as training centers for this program.

As on date, about 4,64,000 rural citizens have been trained, and 2,05,525 rural citizens have passed the online test, and have been declared digital literates.

Way forward:

The Government of Andhra Pradesh (GoAP) has identified IT & Electronics as focus sectors and developed a strong vision to enable the creation of 1,00,000 IT jobs and bring in investments worth USD 2 billion. It also envisions to create 2,00,000 jobs in the electronics sector and bring in USD 5 billion investments.

E- PRAGATI

1. E-pragati – Core platform:

E-pragati Authority has been created for which conceptually creates inclusion, equity access, serve the deserving citizen irrespective of the strength of his demand, with best of the Service levels, and eliminate the corruption and bring in transparency.

2. Policies:

a. Integrated Platform Approach (ePragati Core Platform) ePragati Core Platform built by EY (Master SI) aims to deliver a proven and scalable technological foundation for digital transformation of Government to Citizen (G2C), Government to Business (G2B), and Government to Government (G2G) services, by enabling departments and organizations to streamline operations, deliver consistent service and modernize operations without interruptions.

i. myAP Portal

The Government of Andhra Pradesh (GoAP) has a vision to facilitate the citizens, visitors, other service seekers and departments with a single point of access and service delivery to all government services and its offerings. ***Vision of One Portal: "to be the single access point for all e-Services provided by the Government to the citizens, businesses and government for sustained development."***

ii. Certificate Less Governance System (CLGS)

The Certificate-less Governance System (CLGS) component of Core Platform leads to the abolition of most of the certificates and establishes a Certificate less society across State.

iii. APp Store

APp store is a GoAP's proprietary and single source for all mobile apps offering government services. A web-based 'APP Store Developer Portal' is dedicated to innovators and start-ups creating an opportunity not only to innovate but also monetize their ideas.

iv. eHighway

Multiple departments with different data sets and models, make systems built on them incapable of accessing the information seamlessly. Now with eHighway the GoAP has created a very robust Data Exchange mechanism for seamless, consistent, accurate data exchange.

e-Highway is the core component behind 'integration architecture' that aims to create ONE Government, a Single Source of Truth, cross-cutting services and common applications.

v. License Management System (LMS)

ePragati License Management System is a totally automated system that is used by Government departments to manage issuance of licenses and permits and afford a smooth and hassle-free license procurement service to business entities.

b. Cost efficient, 24x7, flexible & Secure IT InfraePragati Cloud Data Center is a seamless, secure and scalable solution for departments using cloud computing. Designed to reduce IT infrastructure investment and cut costs by lowering the total cost of ownership it helps cut down the overall spend on IT administration.

c. Data Analytics (DataLytics)

Integration Architecture of ePragati aims to create a Single Source of Truth where in the process of capturing the data is at the source of data. This is the backbone for DataLytics, a Data Driven Decision Support System. The key purpose of DataLytics project is to make 'decision-making' more effective and reliable eliminating leakage and data corruption.

Way Forward:

ITE&C Department Vision Targets for 2019-2024			
Key Performance Indicators	Current Status	Target - March 2019	Target - March 2024
e-pragati Services on board	76	225	700+

For Target - March 2024, ePragati Authority has envisioned that in addition to the Digital Transformation of 700+ currently identified services of all departments, will ensure that each of the departments will have Smart Dashboards reinforced with Advanced Data Analytics tools for predictive services, Artificial Intelligence (AI), Machine Learning (ML), Edge Computing and Ambient Knowledge.

Law and Order

1. Police organization in period of 2004- 2014 has witnessed a variety of organizational, procedural, personnel and behavioral ailments and paradoxes. Administrative dis-functionality, non-satisfactory police functioning, partial behavior and inadequate community relations have led to a situation of poor organizational performance on variety of parameters.
2. An inadequate focus on the law & order had multi – dimensional impact. It had considerable economic impact like, negative branding, unsafe place for investment, capital loss pertaining to damage of infrastructure, psychological impact of high uncertainty and fear in the minds of citizens, which impacted the overall quality of life.
3. Subsequent to bifurcation of State, apart from above mentioned challenges, the challenges of deficit organisation led to a compounding problem. However with a determined and clearly delineated approach, the thread of a sustainable police organization were again rewoven to provide safe and secure society, international branding of State.
4. Some of the key achievements are briefed below :

A) Crime incidence:

- i) There was an increase in overall cognizable crime over the years from 2004-2014. This is the case when compared to any decade with the previous decade. It is a matter of satisfaction to note that there has been reduction in all major heads of crime. This is due to positive engagement at all levels to reverse the rising crime graph, and Institutionalizing a zero tolerance strategy towards crime with contribution of proactive leadership and robust organizational structure helped to tackle this problem.

The incidence of crime is presented in the following table.

Incidence of Crime of AP for the years 2014 to 2018

Sl. No	Head of Crime	2014	2015	2016	2017	2018 (up to Nov)
1	Murders	1067	1021	1043	960	824
2	Murder for gain	83	59	51	62	34
3	Dacoities	75	54	62	56	44

4	Robberies	413	368	308	355	235
5	Burglaries	4622	4544	4322	4338	3068
6	Ordinary thefts	15057	13511	13412	12818	9821
7	Riotings	979	652	576	493	381
8	Kid. & Abd.	803	677	687	743	661
9	Hurt cases	18048	16081	16632	15809	14192

B) CRIME AGAINST WOMEN

Crime against women has witnessed satisfactory levels due to various initiatives taken up by the Government.

Incidence of crime against women in AP for the years 2014 to 2018						
Sl. No	M.O. Head	2014	2015	2016	2017	2018(up to Nov)
1	Dowry murder	74	72	80	49	28
2	Dowry deaths	209	171	190	149	127
3	Abetment of suicide	472	491	526	496	361
4	Murder (Women)	378	379	343	316	287
5	D.P. Act	1070	980	1109	1174	728
6	Bigamy	216	264	240	262	180

Several measures including preventive activities, awareness programs, Redressal Mechanism and Legal Action have been put in place to prevent and reduce the crime against women and children.

I. Preventive Action:

1. SHE Teams to prevent crime against women like eve teasing, ragging, etc., and also for sensitization on women safety, SHE teams are deployed in all units under different names (Sabala – Guntur Rural, Jwala – Guntur Urban) by concerned unit officers. Recently a uniform mechanism of SHE TEAMS in the entire state of Andhra Pradesh is launched by The Director General

of Police AP under the title SHAKTHI TEAMS to prevent crime against women especially eve teasing etc.,

2. Anti Human Trafficking Units (AHTUs) are deployed in seven units to prevent forced prostitution and human trafficking.
3. Special Juvenile Police Units (SJPU): To prevent crime against children especially minor girls, special juvenile police units are working in all districts with Addl. SP Admin as nodal officer of the district.
4. Mahila Rakshaks are being deployed in few districts for preventing crime against women.

I. Awareness Programs

1. Mahila Police Volunteers to minimize and eradicate crime against women – domestic violence, Child Marriages, Dowry Deaths , Sexual assault etc.,
2. Good touch Bad touch Programs to educate children especially girls about safety from sexual abuse.
3. Special awareness programs like “Melukolupu” are being conducted to create awareness to women on social evils.

II. Redressal Mechanism

1. One Stop Centre to facilitate immediate emergency and non emergency access including police assistance, medical aid, legal counseling under one roof.
2. MahilaMithra - Vijayawada City to address women issues like sexual harassment discrimination etc.

III. Legal Action

1. Women Police Stations are working in all districts with Dy. SP Rank Officers as SHO.
2. In both law and order police stations and women police stations (Only Section 498 A IPC cases) crime against women is registered and being investigated under different heads and under appropriate sections of law.

RED SANDERS SMUGGLING:

As the Global trading is banned, Red sanders smuggling has now reached the level of organized smuggling activity involving notorious gangs and kingpins based in Chennai, Bangalore, Mumbai and even outside the country. It is primarily smuggled to China, Japan and South East Asia for furniture, medicine and musical instruments. Period between 2004– 2014 has witnessed plundering of national wealth at Unprecedented Scale.

Steps taken to prevent smuggling during 2014-2018:

- a) Red sanders task force was formed to check smuggling of red sanders, which was rampant in the forest area.
 - b) Smugglers were attacking the Forest and Police officers, who lost valuable lives in the hands of notorious smuggler gangs. A drive was launched to wipe out the menace. Hundreds of smugglers have been remanded to judicial custody and forest is being combed for any remnant of smuggling activity.
 - c) Stringent legal measures were initiated to check the kingpins of red sander smuggling and their local patrons, without whose help it would not be possible to carry on smuggling on such a large scale committing day light robbery of precious forest wealth.
- During the last 04 years, 3,099 Red Sanders cases were booked arrested 9,535 Red Sanders smugglers, 28 International Red Sanders seized 1644.973 Mts. RS logs and 2,288 Vehicles.
 - The Govt. of A.P. got Rs.1200 Crores through Red Sanders e-auction. In 19 vulnerable Red Sanders forest areas CC TV cameras were installed. Propaganda and sensitization programmes were conducted in Tamilnadu, Karnataka Forest areas.

Road Safety

Equally Disturbing factor was increasing road accidents and deaths/injured therein. The determined approach of the Govt to reduce the accident rate and promote Road Safety has produced positive results as per the Chart given below.

Statement showing Road Accidents in the State for the Years 2014 - 2018

	2014	2015	2016	2017	2018 (up to now)
No. of Cases	23,512	23,178	23,658	22,456	18,181
No. of Persons Died	7,862	8,114	8,541	8,060	6,766
No. of Persons Injured	29,791	29,893	30,051	27,475	21,480

A number of steps are taken for decrease the rate of accidents by 50%. Special drives were conducted to educate the people and strictly enforced by Police persons.

- In year 2018, 45.16 lakh Enforcement cases were booked and Rs. 85.86 Crores fine amount was collected. APPSRP – A Pilot Project was initiated in West Godavari District, now covers entire state. The APP record the data online from the accident spot itself.
- Total of 3432 black spots were identified in all 18 units. 204 vehicles with GPS have been deployed on HGs and SHs to rush to the accident spots, check rash driving, prevent liquor selling near Dhabas. 1711 breath analyzers are being used. 92 speed laser Guns are being used. Interceptor vehicles are being used to impose fines on erring vehicles to control speed. E-Challan has been implemented. Road safety Awareness programmes are conducted .

i) AWARDS RECEIVED BY AP POLICE FOR ROAD SAFETY

1. The Special award to Chittoor Police by Ministry of Housing and Urban Affairs, GOI., for adopting best practices in road safety on 06.11.2017.
2. The Special award to East Godavari Police by Ministry of Housing and Urban Affairs, GOI., for adopting best practices in road safety on 04.11.2018.

C. Various awards are received by AP Police force including FICCI, Skotch, technology sabha and Urban Road Transport organization Awards for Awards for AP Police.

D. Progress in IT:

Technology is used extensively in reducing the crime in the state and various applications are developed and put in place for use and security of the public. These include Locked House Monitoring System (LHMS), property information and networking system (PINS), offender surveillance, automated fingerprint identification system (AFIS) –papillon RAIS (Red Sanders Accused Information System), In Cloud based IP CCTV Surveillance project, Badratha&ArogyaBadratha APP, Crime & Criminal Tracking Network and Systems (CCTNS), Field Alert Center For Operational Networking (FALCON) etc. 14,770 cameras (PTZ-3119, Fixed-11651) and integration of 5148 existing cameras (PTZ-938, Fixed-4210) has been approved under the Cloud based IP CCTV Surveillance project

Body worn Cameras

BWCs are extensively used in Festival gathering, Dharnas, Agitations, Drunk and Drive & B.B duties. It has helped in reduction of arguments/confrontation by the public. Body worn cameras feedis utilized as evidence in units like Srikakulam, Chittoor etc.

DRONE (Dynamic Remotely Operated Navigation System)

During krishna pushkarams (2016) 18 Nos. of DJI Phantom 4 model drones procured. and issued to all 18 units, at present 14 drones are working in field. Drones are allotted to 18 L & O Units, PTCs, Operations, SDRF, ISW/SIB. Important Events during which Drones were deployed in field include Traffic Monitoring in Major Cities and towns, Fairs and festivals like Bhavani dheekshalu etc., Important Summits, International cricket matches, Ganja Survey in SKL, VSP(Rural), VZM & E.G., Black Zones Survey on Highways, Red sandal survey in KDP.

Community Policing Programmes

Cheruva :Cheruva ('REACHING CLOSER') – is an effort by AP Police to create a platform for the people to participate, debate discuss and express in issues relating to policing and achieve a safe society. Community Reaching programmes include vrudha mithra, giri tejam, police seva, garuda sahayak, community police officer (CPO)

Prohibition & Excise Department

The three most important challenges are Excise :-

a) Eradication of Belt shops

Government issued strict instructions vide G.O.Ms.No.263 Rev (Ex-II) Dept. Dt.08.06.2014 to eliminate belt shops in the State and reviewing the situation from time to time. The government is taking all steps to remove belt shops in the State. A total of 18170 cases booked and 18630 persons arrested since January 2018 till now besides seizure of vehicles, suspending A4 shops, 2B Bars.

b) Elimination of Illicit Distillation

Illicit distillation is a crime under excise laws and the arrack adversely affects the health of consumers. Therefore, a novel program "Navodayam" has been launched in February, 2016 with the objective of eradicating illicit distillation in the State. So far (9) districts have been declared illicit-distillation-free and the remaining (4) districts namely East Godavari, Krishna, Kurnool and Chittoor will be shortly declared as illicit-distillation-free.

c) Control of Ganja cultivation and substance abuse (NDPS Act)

- Agency areas of Visakhapatnam and East Godavari districts have been Ganja cultivation hubs for several decades. These are Left Wing Extremists affected areas.
- As against the cultivation of ganja in (832) villages/habitations in (9) out of the (11) agency mandals of Visakhapatnam district and (3) villages in (1) mandal of East Godavari district for 2017-18, it is noticed that ganja is being cultivated in Visakhapatnam and East Godavari districts in 2018-19.
- While the estimated land under ganja cultivation for 2017-18 was 10000 acres, it is 7000 acres for 2018-19.
- 322 cases booked and 177.00 lakh plants cultivated in over 3250 acres since September, 2017 till now are destroyed under Anti Ganja cultivation operations.

EXCISE POLICIES :-

Several policies

- The Shop Policy for 2017-19 has already commenced in 2017 with a license period of 2 years. The most notable features are reduction of license fee to 25% of previous year's

fee and levy of additional excise duty @36% on landed cost, reduction of retailer margin @10%. There is no change in the number of shops and at present (4377) shops are functioning, fetching a license fee of Rs.499.29 Cr. p.a.

- Bar Policy : Reduction of license fee by about 45%, (5) years license period permitting new bars basing on population are the important features of the bar policy commencing from 01.07.2017.
- Though Beer and Wine parlours are permitted in the State, no Beer and Wine parlour has been established in the State.
- Four Micro Breweries are functioning in the State.
- No changes have been made with regard to In-house outlets and at present there are (19) C1 clubs and (16) TD1 licenses functioning in the state.

TODDY

There are (4324) Toddy shops functioning – (2344) under Tappers Cooperative Societies and (1980) under Tree for Tapper scheme for the livelihood of the 0.82 lakh tappers. The Government have done away with the toddy rental to the tune of about Rs.3.42 Cr. p.a. All the registered tappers have been brought under Chandranna Bhima cover.

Control Room:

One control room is functioning and a call center with the toll free numbers 1800 425 4868 and 9491030853 is established round the clock for collection of information regarding Excise Crime.

Awareness Campaign :

In order to create awareness among the public on the evils of consumption of alcoholic liquors and drugs counseling centers have been established, besides continuous campaigning by the P&E officials by roping in schools, colleges, voluntary organizations etc.

- Massive awareness campaign has been launched i.e. “war on drugs” and organized fortnightly activities. Several Workshops and seminars are being conducted in the state in Andhra University, SV University and Sri Padmavathi Mahila University.

Some of the significant achievements are given below

- a) Able to control belt shops for which the peoples satisfaction level is 75.23% for the month of December, 2018 (upto 18.12.2018).
- b) Control of illicit distillation in (9) districts paving the way to declare them as illicit distillation free.
- c) Making issue of permits / allotments online under e-Governance.
- d) Control of Ganja cultivation significantly.

REVENUE

Generation of revenue by the P&E Department is incidental to regulation of production sale, purchase, transportation of excisable articles. The Dept. is not considered as revenue earning Dept.

An amount of Rs.5760 crores and 4526 crores revenue generated during 2017-18 and 2018-19 (upto Nov) respectively under license fee, excise duty privilege fee and others.

Way Forward :

Total eradication of belt shops in the State, declaration of (4) districts namely East Godavari, Krishna, Kurnool and Chittoor will be shortly declared as illicit-distillation-free and total eradication of ganja cultivation in the State.