

E-Jalseva the Mission of Maharashtra Water Resource Department**Prof. Ashutosh S. Kawde**Assistant Professor,
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E-mail : ashutoshsir20@gmail.com**Abstract**

Almost all government in the world now a days are implement E-government for the purpose cost reducing, service improving time saving and increasing effectiveness and efficiency in all sectors of the governments.

Today's government has full faith in E-governance and widespread network of E-Governance across the world E-governance projects named as "E-Jalseva". E-jalseva is the online delivery of the information by MWRD to public servant or government employee of water resource department, farmers, people of ruler and urban area businesses and other government agencies.

PMO to prepare vision 2020. The project E-jalseva earlier was started as a component of MWSIP and named as Integrated Computerized Information System.

The 34 modules (refer annexure one) from eight functional area covering all measure activities of department will lead less paper working. The modules like assets management litigation management parliamentary questions training account etc. are helpful for other departments as well as government orders for construction and management of water.

This paper will discuss the mission E-jalseva to the work of improve water resource department and its impact on government and society.

The paper finds that the project E-jalseva under the E-governance can add tremendous dynamism reforming administration and can change the mode of interaction among employee of MWRD, central and state, citizen etc. E-Jalseva is used to transform WRD into modern resound of harness technology and services driven department through better collaboration and effectiveness.

Keywords: - E-governance, E-Jalseva, MWRD, PMO, ICIS/ICT.

1.1 Introduction

Today's government has full faith in E-governance and widespread network of E-governance across the world almost all governance in the world .Now a days are implement E- government for the purpose cost reducing, services improving and increasing effectiveness and efficiency in all sectors of the government.

E-governance projects named as E-jalseva, E-jalseva is online delivery of the information by MWRD to public servant all government employee of water resource department, farmers, people of ruler & urban area, businesses and other government agencies. Water is included in the state list of 7th schedule of the constitution of India accept interstate

rivers and river valleys. The water resource department (formally known as irrigation department) has glorious history of irrigation and water management over last 150 years. The MWRD come in to existence in 1867 as a separate organization under public works department during British Era. The state of Maharashtra came in to existence in the year 1960. After bifurcation of old Bombay state in to Maharashtra and Gujarat. In the year 1960 the public work department was divided into irrigation department and building and communication department on 26 October 2004, Irrigation department is rename as water resource department resembling the importance of water scare resource.

The water resource department is interested with survey, investigation, design construction maintenance and management of water resources and

hydropower projects in the river basis of the state. It also under take command area development water drainage schemes, research activities, training, dam safety, quality control, hydrology data collection and analysis, kharbhumi schemes extra. Till 2012 department constructed 3332 water resource project and their by created water storage capacity of 54000 MCUM and irrigation potential of 48.61 lakh ha across state.

The Maharashtra water resource department is managing precious resource for the state of Maharashtra and department has created huge infrastructural projects. MWRD is implementing innovative E-Governance project named as E-jalseva earlier project was started as component of MWSIP and named as Integrated Computerized Information System. The 34 modules (refer annexure 1) from 8 functional area covering all measure activities of the department will lead to less paper working E-jalseva project will insure integrated, real time one point source of all water related information of state as a whole. Further using BI Tools optimum utilization of resources and informed decision making is also possible.

Management Solutions For Socio Economic Challenges

World bank chief secretary of government of Maharashtra have appreciated effort taken for the project. this project is a first initiative of is kind in the country and department.

1.2 Project Management office

Under the E-governance, The project E-Jalseva the mission of Maharashtra Resource Department successfully done by PMO with the help of Information Communication Technology. For a smooth roll out and successful implementation of E-Jalseva, a dedicated project Management Office (PMO) has been established at Pune under Superintending Engineer, Koyna Design Circle in July 2012. The PMO, comprising of about 9 officers having departmental domain knowledge and 3 technical experts. It Aims to ensure Sustained performance and improvements to the E- Jalseva application in the future.PMO provides technical advisory and hand holding support to the field officers during and after the roll out of the system.

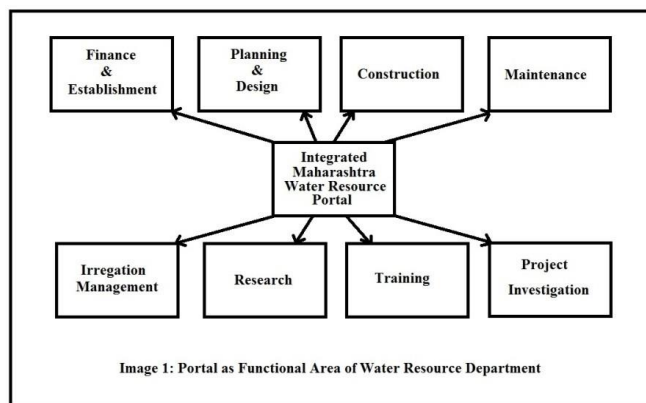


Image 1: Portal as Functional Area of Water Resource Department

An integral part of any E-Governance Project, Change Management (CM) has been an instrumental tool for driving the acceptance of the project among the WRD Employee. Focusing primarily on training and Communication Strategies and their implementation, the PMO has carried out numerous awareness workshops and training to drive the project. To train the application, a Master Trainer (MT)/Trainer of Trainers (ToT) approach has been adopted.

As of now about 15000 plus man days of training have been imparted by the PMO. 800 plus Master Trainers have been trained so far.

Under Project Management activities, all 34 modules went live in a phased manner. Initially, a total of 42 pilot projects were entered in the system across six administrative divisions in Maharashtra. Network connectivity for the project is being provided by BSNL through VPN over broadband.

Till date around 3700 plus irrigation projects have been entered in the module M8 of the system which is the master data ad provides inputs to all the other modules. For Non Irrigation (NI) assessment data, related to NI customers and farmers, the master data has also been entered in module M19 of the system and 6356 customers for Non Irrigation are created and validated. Also more than 1003190 farmer’s data on various projects is entered. Online submission of Monthly accounts from module M24 of the system to Accountant General, Nagpur through web service has already been achieved successfully since January 2014.

Around 150 GB data of textual data is present in the system. In addition another 50 GB of data in form of attachments has been input by the departmental.

1.3 Objectives :-

- i. To study the problems issues and challenges
- ii. To examine the benefits & status
- iii. It also discuss the key challenges of WRD

potential of information and communication technology through e-governance project is important for the department.

1.4 Problem issues & Challenges

- 1) All processes users simple & efficient when originally designed. But processes became complex & inefficient with passage of time Due to -
 - Addition of sub- processes to handle exceptions
 - Changes in environment and
 - Increase in customer expectations
 - Increase in volumes
 - Changes in structure of department due to formation of corporations
- 2) Duplication & disintegrated approach of data capturing leading to conflicting information at various forums
- 3) Time availability of information at various levels.
- 4) MWRD is support to socio-economic development of the state but without water is not possible to promote agriculture and industries.
- 5) MWRD has to big challenge to provide equal access to water at reasonable cost at farthest reach to every citizen and for environment protection.
- 6) Electricity has basic need like food, cloth & shelter.
- 7) The human resource and their job specifications needs to be analyzed.
- 8) To optimize water use and introduce design concepts it is necessary to encourage sustainable research and development in the department
- 9) Encouraged to human resource of department for effective functioning for MWRD which needs careful evaluation to have work-life balance.
- 10) The development of information and communication technology and communication technology has enabled improved quality of services at reasonable cost to the masses within little time. Therefore maximum utilisation of

1.5 Benefits & Status

- 1) To improve efficiency of administration.
- 2) To exercise better financial & budgetary control.
- 3) To facilitate a collaborative working culture.
- 4) Better work flow management.
- 5) Better water resource management with real time data availability and demand.
- 6) To capture data where it is generated & dissemination of data electronically wherever & whenever required.
- 7) It encourages maximum data use efficiency in domestic industrial and irrigation sector.
- 8) It promote to appropriate demand and supply side solution for mitigation water need of stakeholders.
- 9) It review of planned and existing water planning, crop pattern and take appropriate measure.
- 10) It improves water use efficiency by 20% by 2020.

1.6 Key challenges in water sector

Water can be a matter of life and death, depending on how it occurs and how it is managed. If is managed properly, it can act as instrument for economics and social survival. Water ensures food security, feeds livestock, maintains organic life and fulfills domestic and industrial needs. Besides the engineering and scientific angle, the present water situation has political, legal, environmental, social, economic and even religious connotations. The increasing gap between demand and availability of water is becoming a crucial issue which dividend people in to 'haves' and 'have not' in every nation. Further to add pressure apart from geographical demarcation water management and optimum utilization of this essential scarce and valuable commodity , our ecosystem will experience water crisis in future due to increasing water demand verses decreasing per capita water availability. The climate change is expected to worsen the situation. As an attempt to resolve the water scarcity issue and

minimize temporal and spatial variation it is necessary to propose either storing of river waters in reservoirs behind large dam to transfer water transfer from the season of abundance to that of scarcity, or long –distance water transfer from ‘surplus’ areas to water short areas which constitutes supply side solution. On the other hand, there is demand side solution, i.e. to optimize demand by efficient water management in this era, it is necessary to concentrate on supply as well as demand side solution.

1.7 Achievements

E-jalseva is ambition e-governance initiative of Maharashtra water resources department which was conceptualized as management information system and later on it was re-designed and comprehensive integrated e-governance project covering 726 office of department. Employees, citizen, farmers water user associations, industries, contractors, project affected person , other government department, media etc . are the major stakeholder of the department .although e-jalseva is design so as to fulfill major requirement of these stakeholders, at this stage of implementation, biggest beneficiary of the system is employees

Currently, E-jalseva is at transaction stage where electronic delivery of some process is achieve and road map is prepared and being implemented in a phased manner in order to progress to transformation stage , where there will be joined up service and all transaction will be carried out through system only .

Following are the tangible observed benefits after use of E-jalseva

- 1. Centralized unified database:** - E-jalseva helped to create central database which updated by the owner of data and validated by superior office and thus instantaneously data is made available for decision making.
- 2. Saving in time, effort and cost:** - Approximately 15 day to 2 month were required to gather the data from field office to Mantralaya. E-jalseva acts as speedy route for communication between various levels of authority including vertical and horizontal data movement.
- 3. Record management and documentation:** - Huge amount of information is generated

while constructing and managing water resources project , which if not capture get vanished . E-jalseva provided platform from one stop solution for all record and documentation.

- 4. Empowerment of employee:-** The system helped many employees to be acquire knowledge about ICT and some of them become expert in computer and started solving problems faced by after proper training the idea worked successfully. This helped in getting in depth understanding of system of the employee as well as cost is saved as outsourcing is avoided.

- 5. Laptop, desktops, printers, LAN, network connectivity etc.:-** This function are provided as a part of E-jalseva empowered infrastructure facilities in the officer of MWRD. Some offices were remotely located were not connected with broadband internet connection are now connected to world of internet.

- 6. Master trainers:** - this concept was efficiently implemented for inculcating training to the employees. The human resource capacity of MWRD is approximately 50,000 it is not possible to train all employees in short span of 2 year. Therefore concept of train the trainer is adopted and selected officers were trained to acquire certain level of understanding of E-Jalseva and they conducted training session in their officer at field level. They also acted as help desk for many employees.

- 7. Capacity building:** - Till date about 15,000 plus man days training is provided the department. Training workshops, discussion forum etc were organized as and when required and on regular basis. Nearly 800 master trainer along with change management dividend of PMO office worked hard to empower employees of MWRD.

As already mentioned, current version of E-jalseva is focused on its employees (G2E) I. in coming time, it is then impact assessment on this stakeholder will be studied.

1.8 Conclusion & recommendation

Now a day the good governance requires full transparency and predictability of the administrative management information.

The Water sector is dominated by the government and more than technical issue. There is need to forum (s) / platform(s) for water professionals, academic/ research institutions professionals to good practices concerns and evolves solutions to the problems..More and more engineers / irrigation managers and bureaucrats need to be exposed to the latest technology and best water management practices in other states and countries

The information and communication technologies have facilitated the design of solution to deliver government services successful ICT project E-jalseva by PMO involved in the design process all stakeholders such as government officials, farmers, engineers, business person citizen etc. To build positive relationship & active interaction among employee of WRD. The all round discussed above have resulted in improvement in performance of man Maharashtra water resources department under the project E-jalseva

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