

CENTRE FOR INNOVATIONS IN PUBLIC SYSTEMS (CIPS)

(An Autonomous Organization Funded by Government of India)



ONLINE RECRUITMENT PROCESSING SYSTEM OF ANDHRA PRADESH PUBLIC SERVICE COMMISSION APPLICATIONS

A Case Study with Details for Replication

DOCUMENTATION AND KNOWLEDGE PARTNER
ONWORLD FOUNDATION INDIA, NEW DELHI

FEBRUARY 2014

I. Detailed Project / Process Documents

(A) Published Documents

1. Dreams to Reality – Education, Training and Service Centre for Persons with Different Abilities, Navi Mumbai Corporation, Maharashtra (February 2012)
2. Use of IV Iron Sucrose Injection for Severe Gestational Anaemia Management, Tamil Nadu
3. Madhya Pradesh Education Portal (February 2013)
4. IT@School Kerala (February 2013)
5. Karnataka Knowledge Commission (March 2013)
6. System for Computerized Registration (SCORE), Bihar (March 2013)
7. Initiatives by Karimnagar District Administration, Andhra Pradesh (March 2013)
8. Bridging the Divide: 3 Year Rural Medical Practitioners Course in Assam (May 2013)
9. 8-Hour Duty System in Police Stations of Kerala (August 2013)
10. Access to Low Cost Generic Medicine, Rajasthan (September 2013)
11. Telemedicine in Tripura, (February 2014)
12. Aravind Eye Care System, Tamil Nadu (February 2014)
13. MeeSeva: Common Service Centre, Government of Andhra Pradesh (February 2014)
14. E-Pass: Online Scholarship Distribution Scheme, Andhra Pradesh (February 2014)
15. E-Office: 24 Praganas, West Bengal (February 2014)
16. APPSC: Online Processing of Applications in Andhra Pradesh (February 2014)
17. Jan Mitra Scheme of Madhya Pradesh (February 2014)

(B) Upcoming Documents

1. Watershed Management, Gujarat
2. Village Health and Nutrition Day, Tripura
3. Chattisgarh Paddy Procurement, Chattisgarh
4. Aravind Eye Care, Tamil Nadu
5. Palliative Care, Kerala
6. Child Development, Kerala
7. Maharashtra Medical Council: Need for Self-Regulation of Healthcare, Maharashtra
8. Samarpan (Early Identification of Mental Development of Children), Madhya Pradesh
9. Integration of Medical Education with Primary and Secondary Healthcare, MGIMS, Maharashtra
10. Court Work Monitoring System: Vijayawada Police, Andhra Pradesh
11. Ecological Sanitation: A Case Study of Regullanka Village, Andhra Pradesh
12. Comprehensive Computerization of Mineral Administration, Department of Mines and Geology, Government of Karnataka
13. Sakala (Karnataka Guarantee of Services to Citizens Act, 2011), Government of Karnataka
14. Balabadi (Pre-School Education System): An Innovative Practice by Sodhana Institutions, Andhra Pradesh
15. Registration and Monitoring of School Teachers: International Best Practices
16. Delhi State Spatial Data Infrastructure Project (DSSDI)

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Documentation and Knowledge Partner :

OneWorld Foundation India

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List of Abbreviations

APGENCO	Andhra Pradesh Power Generation Corporation Ltd.
APPSC	Andhra Pradesh Public Service Commission
APSRTC	Andhra Pradesh State Road Corporation
APTET	Andhra Pradesh Teachers Eligibility Test
APTRANSCO	Andhra Pradesh Transmission Corporation
CCLA	Chief Commissioner of Land Administration
CGG	Centre for Good Governance
CPDCL	Andhra Pradesh Central Power Distribution Company Ltd.
DIETCET	District Institutes of Education and Training / Elementary Teachers Training Institutes – Common Entrance Test
FAQ	Frequently Asked Questions
EPDCL	Eastern Power Distribution Company of Andhra Pradesh Ltd.
G2C	Government to Citizen
GoAP	Government of Andhra Pradesh
ID	Identification
JA	Junior Assistants
LPCET	Language Pandit Common Entrance Test
MIS	Management Information System
MST	Mechanical Supervisor Trainee
NPDCL	Northern Power Distribution Company of Andhra Pradesh Limited
OMR	Optical Mark Recognition
SBI	State Bank of India
PSU	Public Sector Undertaking
ORPS	Online Recruitment Processing System
SMS	Short Messaging Service
SPDCL	Southern Power Distribution Company of Andhra Pradesh Limited
TST	Traffic Supervisor Trainee
UID	Unique Identification Number
UIDAI	Unique Identification Authority of India
VRA	Village Revenue Assistant
VRO	Village Revenue Officer



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I. EXECUTIVE SUMMARY

The Online Recruitment Processing System (ORPS) of Andhra Pradesh Public Service Commission (APPSC) was developed by the Centre for Good Governance (CGG) in 2008. It is a noteworthy example of a reengineered government process wherein submission and processing of applications for government jobs in the state of Andhra Pradesh has been shifted to an online system.

Under the ORPS, the APPSC prepares notifications in consultation with the concerned departments and details the qualifications required for particular services and other legal modalities in the recruitment process. Once the notification is released, the applicant may request for the necessary forms and submit their applications online without having to face any delays in postal services or pay extra for postal charges, as was the case in the earlier system. After submission, applicants will receive communication related to confirmation of payment of processing fee, examination dates, hall ticket and examination results by way of SMS. The process has, thus, become time saving and cost effective for applicants. It has also resulted in the reduction of time involved in each recruitment cycle since the amount of human and physical resources utilized in processing applications has been brought down drastically.

As far as implementation of the ORPS is concerned, no major changes were required in the administrative set up of the APPSC to accommodate the new process except the computerization of notification sections and enabling technological coordination with other concerned departments of APPSC. The ORPS has led to the gradual introduction of computerized processes in other day-to-day operations of the APPSC as well. The system employs Java and Oracle softwares in its functioning and is supported by a strong firewall, 100 MBPS bandwidth connection and a 128 GB server.

The ORPS has been able to bring about a notable change in the public recruitment system in the state of Andhra Pradesh. The key factors for its successful implementation are administrative and political willingness, collaboration with committed technology partners, robust internet and telecommunication facilities in the state and transparency in financial linkages. Realizing its potential, several other state governments in India have been seeking CGG's assistance in designing a similar system for their respective states. The ORPS has also been appreciated by other Public Sector Undertakings in Andhra Pradesh.



2. IN BRIEF

With an aim to streamline public service recruitment system in the state of Andhra Pradesh, Online Recruitment Processing System (ORPS) was introduced in 2008 by Andhra Pradesh Public Service Commission (APPSC) in collaboration with Centre for Good Governance, Hyderabad (CGG)¹. ORPS is a first of its kind online system for government recruitment in India. Initially, it was adopted only for departmental exams but within a year all APPSC recruitments were brought within its sphere, eliminating the need for manual submission of applications. The system allows applicants to submit their applications online for various public services with utmost efficiency and transparency in the entire process. The online system has reduced the time taken by applicants to complete the application procedure and eliminated uncertainties in application delivery owing to postal delays. Apart from that, its effective grievance redressal mechanism makes it more citizen friendly. Under the new system, applicants have the facility to file objections in case their application is rejected and may access the help desk to seek assistance during the online submission of applications or downloading of hall tickets.

ORPS also enables APPSC to do simultaneous recruitments reducing processing time and human resources requirements. Before the implementation of the ORPS, the APPSC received nearly 10 lakh applications in 2008; this figure has gone up to 11.76 lakh² for a single notification in 2012. The increasing number of applications reflect citizens' faith in the government system of recruitment and enhanced optimism among applicants.

The successful implementation of the ORPS may be attributed to the state's administrative preparedness, political willingness on the part of APPSC, the commitment of CGG as a technology partner and the presence of a strong network of fee collection centres established through the State Bank of India (SBI) branches and APOne centres in all the rural and urban areas of the state.

3. INNOVATION CONTEXT

The Online Recruitment Processing System in the government recruitment space in Andhra Pradesh has eliminated the system of manual submission of applications. The new system makes online provisions for requesting a form, facility for review in case of application rejection and offers citizens access to a helpdesk for any of their queries.

¹ Centre for Good Governance home page Web: 12 November 2012 <<http://www.cgg.gov.in/>>

² Andhra Pradesh Public Service, 2012 Web: 30 October 2012 <<http://website.apspsc.gov.in/home.appsc>>

NEED FOR INNOVATION

Earlier applications for recruitments by the APPSC were submitted and processed manually. Applicants were required to request for OMR (Optical Mark Recognition) sheets with an information brochure for INR 25, excluding postal charges. This must be paid in person at the APPSC counter or through post. Filled up OMR sheets submitted by applicants were read with OMR sheet readers enabling the conversion of form data into online information. This whole process was time consuming, specially in terms of scrutiny of applications and required extensive use of manpower. Costs incurred on printing the OMR sheets and processing through the OMR sheet reader was a cumbersome process. The manual system also posed problems in maintaining the integrity of recruitment data since there was little scope for checking inaccuracy and insufficiency in the information filled in by applicants.

With manual processing of applications, a single recruitment cycle prior to 2008 would take an average of 4-5 years, leaving lakhs of applicants with an uncertain employment status. Against this backdrop, technological solutions were explored so as to streamline the public recruitment system in Andhra Pradesh and make it efficient and transparent. In response to the demand for a technologically driven system, the CGG developed a robust software for online processing of APPSC applications in 2008. With the Online Recruitment System, the recruitment cycle has been reduced to approximately four months to one year, depending upon the number of applicants. The examinations are conducted, on an average, within three to four months of the notification and results are declared within another three to four months, varying from case to case. Some examples are given below (Table 1):

POSTS NOTIFIED	AVAILABLE ON PORTAL	DATE FOR WRITTEN EXAM	RESULT NOTIFI- -CATION	PHYSICAL EXAM -INATION	VERIFICATION OF CERTIFICATES	FINAL LIST DECLARATION
Forest Range Officers in AP Forest Services	3/4/2012 to 3/5/2012	3/6/2012 and 4/6/2012	3/5/2013	21/5/2013 and 23/5/2013	27/5/2013	16/6/2013
Assistant Engineers in A.P. Public Health & Municipal Engineering	23/07/2012 to 23/08/2012	04/11/2012	06/05/2013	NA	29/05/2013 to 12/06/2013	15/6/2013

Table 1: Examples of timeline of recruitment cycles post implementation of ORPS

Source: Andhra Pradesh Public Service Commission home page, 2013

The ORPS is a complete overhaul of the earlier system of manual recruitment. Under the ORPS, recruitment for various services can be conducted simultaneously, a feature that was quite impossible in the previous system. With the ORPS, applicants can apply online and if their application is rejected they may file for objections and seek assistance from the helpdesk. Applicants can also track the status of their applications online. The new system also boasts of an SMS facility that alerts applicants about the status of the application, results declaration etc.

APPSC's financial linkages with SBI and APOne³ have also generated a convenient mode of payment at the SBI and APOne centres.

STEPS	MANUAL SYSTEM OF RECRUITMENT	ONLINE RECRUITMENT PROCESSING SYSTEM
Process of application submission	OMR sheets submitted at the counter or through post	Online submission of application on APPSC's portal
Mode of fee payment	Through Demand Draft or Postal Orders	In cash at any of the SBI branches or APOne centres as mentioned on the APPSC portal
Opportunity for submitting objections in case application is rejected	No feedback and objection filing mechanism	Applicants may file objections online
Mode of grievance redressal	Applicants had to visit the APSC office in person	Online Help Desk and through email
Issuance of hall tickets	Delivered through post, subject to delays. On loss of hall ticket, it had to be obtained through a cumbersome manual process.	Once uploaded on the APPSC portal, SMS alerts are sent at the same time to applicants. Hall tickets can be downloaded from the portal. On loss of hall ticket, it can be downloaded again.
Mode of result declaration	Through Post	Available on the portal and also communicated through SMS

³ APOne is the official portal of GoAP and provides a smarter and convenient way to make financial transactions. In the context of ORPS, it collects payments made against challan on behalf of SBI.

STEPS	MANUAL SYSTEM OF RECRUITMENT	ONLINE RECRUITMENT PROCESSING SYSTEM
Time involved in recruitment process	Approximately four to five years for one recruitment.	Simultaneous recruitment under different notifications. It takes approximately four months to one year for a recruitment cycle to complete, depending upon number of applicants.

Table 2 : Comparison of Manual and Online Recruitment Processing System

Source : OneWorld Foundation India, 2013

KEY STAKEHOLDERS

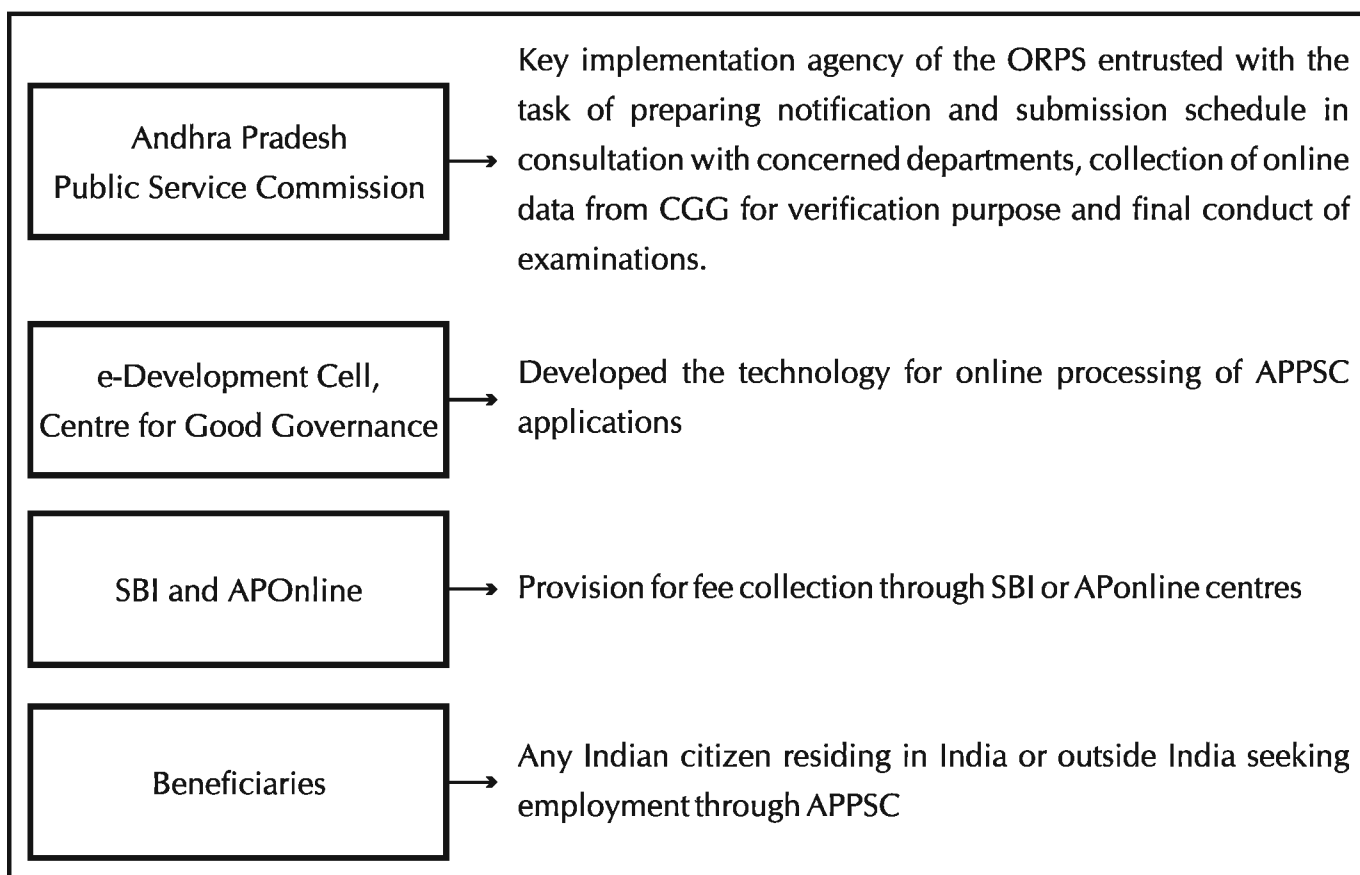


Figure 1: Key stakeholders involved in ORPS

Source: OneWorld Foundation India, 2013

ORGANIZATIONAL STRUCTURE

Andhra Pradesh Public Service Commission

APPSC is the nodal agency for public service recruitment in the state of Andhra Pradesh. It came into existence on 1st November 1956, established under Article 315 of the Constitution of India. The functions of the Commission are enumerated under Article 320 of the Constitution. Initially it consisted of a Chairman and 3 members. With increasing work load, the government enhanced the strength of the Commission to 5 members in 1981 and 7 members in 1983. The strength of the Commission was reviewed again in 1994 and increased to 9 members which is in effect to date. The Chairman is at the top of the hierarchy followed by Secretaries, Assistant Secretaries and Section Officers.

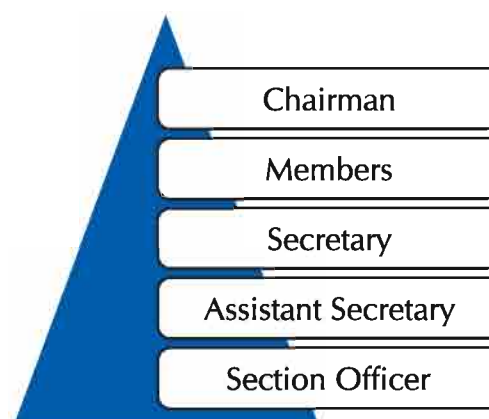


Figure 2 : Organisational Structure of APPSC
Source : OneWorld Foundation India, 2013

Centre for Good Governance

The e-Development Cell of the Centre for Good Governance plays a crucial role in the running and maintenance of the ORPS. The e-Development Cell is constituted of highly qualified software programmers, system designers and managers who are involved in developing critical e-Governance applications. The Online Recruitment Processing System for APPSC's applications project is headed by an IAS officer who serves as the Director General of CGG, followed by Director (IT) CGG, Project Manager, Project Leaders, Team Leaders, Senior Software Developers, Software Developers, Trainee Software Developers and Desk Associates.

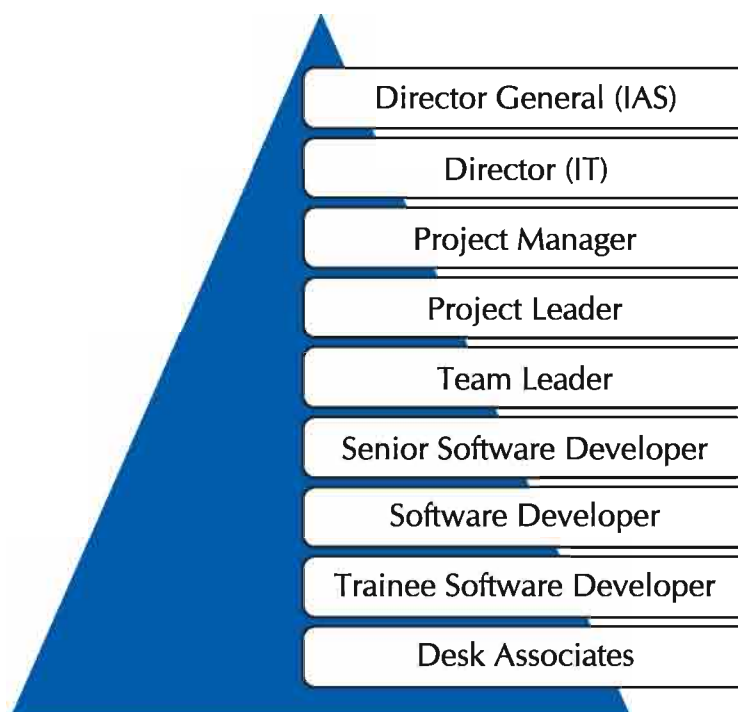


Figure 3 : Organisational Structure of CGG
Source : OneWorld Foundation India, 2013

4. NEW APPROACH

The ORPS aims to streamline the public service recruitment system of the state of Andhra Pradesh with a view to improve its efficiency and make it applicant friendly. Some of its major objectives are:

1. To speed up the recruitment drive by bringing down the time taken for a recruitment cycle and to enable simultaneous recruitments.
2. To simplify the government recruitment process by – (a) automating the procedure for recruitment applications, (b) minimising the time invested by applicants as well as administrators in processing applications, (c) reducing large scale consumption of paper, and (d) downsizing the use of human resources.
3. To reduce the physical drudgery faced by the processing staff by enabling electronic submission of applications.
4. To make the application process user friendly and reduce the scope for uncertainties in the information provided by applicants.
5. To bring accountability and transparency in the overall public services recruitment system in Andhra Pradesh.

It is through pro-active involvement of its top management that APPSC has been able to achieve the above mentioned objectives. The project champions – Mrs. Rachel Chatterjee (ex-Chairman, APPSC), Mr. S. Jagannath Rao (Additional Secretary, APPSC) and Mr. K. Dakshina Murthy (Project Manager, Centre for Good Governance) put in great efforts in ensuring the seamless operation of the new technological process, coordinating the responsibilities of the APPSC and the CGG, and streamlining administrative activities in order to achieve the goals of the project.

Since technology is one of the major components for online application processing, fast and reliable internet connectivity is a basic pre-requisite for the initiative. In this context it is noteworthy to mention here the availability of a 2 MBPS line leased from Andhra Pradesh State Wide Area Network (APSWAN) that provides strong internet penetration up to the block level in Andhra Pradesh.

The ORPS is a transaction-based system, thus, transparency is also sought in terms of financial linkages. In this context, APPSC has built a strong network with SBI and APOnline for fee collection, covering urban and rural areas of Andhra Pradesh.

The initiative is unique in the following ways:

- ✓ Eliminates application form-request through post, thus, benefiting the applicants by reducing the cost of application
- ✓ Makes provisions for filing objections in case an application is rejected

- ✓ Removes uncertainty in application delivery with the provision for checking the status of the application online
- ✓ Supports applicants by providing access to efficient grievance redressal mechanism through the help-desk or by email
- ✓ Applicants' access to soft-copies of the application-form/generated challan/status of the application/hall tickets
- ✓ Round the clock (24X7) submission facility for applications as opposed to the conventional manual system of application *Prompt responses by a team of APPSC personnel to all e-mail and helpline (91-40-23557455) queries on a day-to-day basis to address the applicants' grievances.*

5. IMPLEMENTATION STRATEGY

Accommodating new technological changes

The online processing of applications for direct recruitment is evidently a technology-based process. Generally, the introduction of technology in provision of services requires certain changes in the administration. As far as implementation of the ORPS is concerned, no major changes were brought in the administrative set up of the APPSC to accommodate the new technological process. CGG was assigned the responsibility for online processing of applications with its technological support. However, notification sections and other concerned departments of APPSC were computerised. The ORPS has also led to the gradual introduction of computerized processes in the day-to-day operations of the APPSC.

Development of a platform to introduce a technology driven application process

The APPSC website (<http://website.apspsc.gov.in>) was adopted as a platform to introduce the ORPS. The APPSC portal disseminates information on varied recruitment related matters ranging from notifications on direct recruitment/departmental exams, concerned press notes/ important orders/circulars, syllabus and old question papers, career advancement schemes, and access to the webpages of UPSC/other PSCs. One of its crucial features is the facility to submit applications online on the portal under the head "For Online Applications Submission". The page "CandidatesZone" facilitates applicants' participation in the online recruitment process. Another significant feature on the portal is the "FAQ" section i.e. "Frequently Asked Questions" section which addresses various queries that the candidate may have regarding online submission. The FAQs comprehensively details out the online submission process for the convenience of applicants.



Figure 4 : Screenshot of APPSC Home Page

Source : www.appsc.gov.in

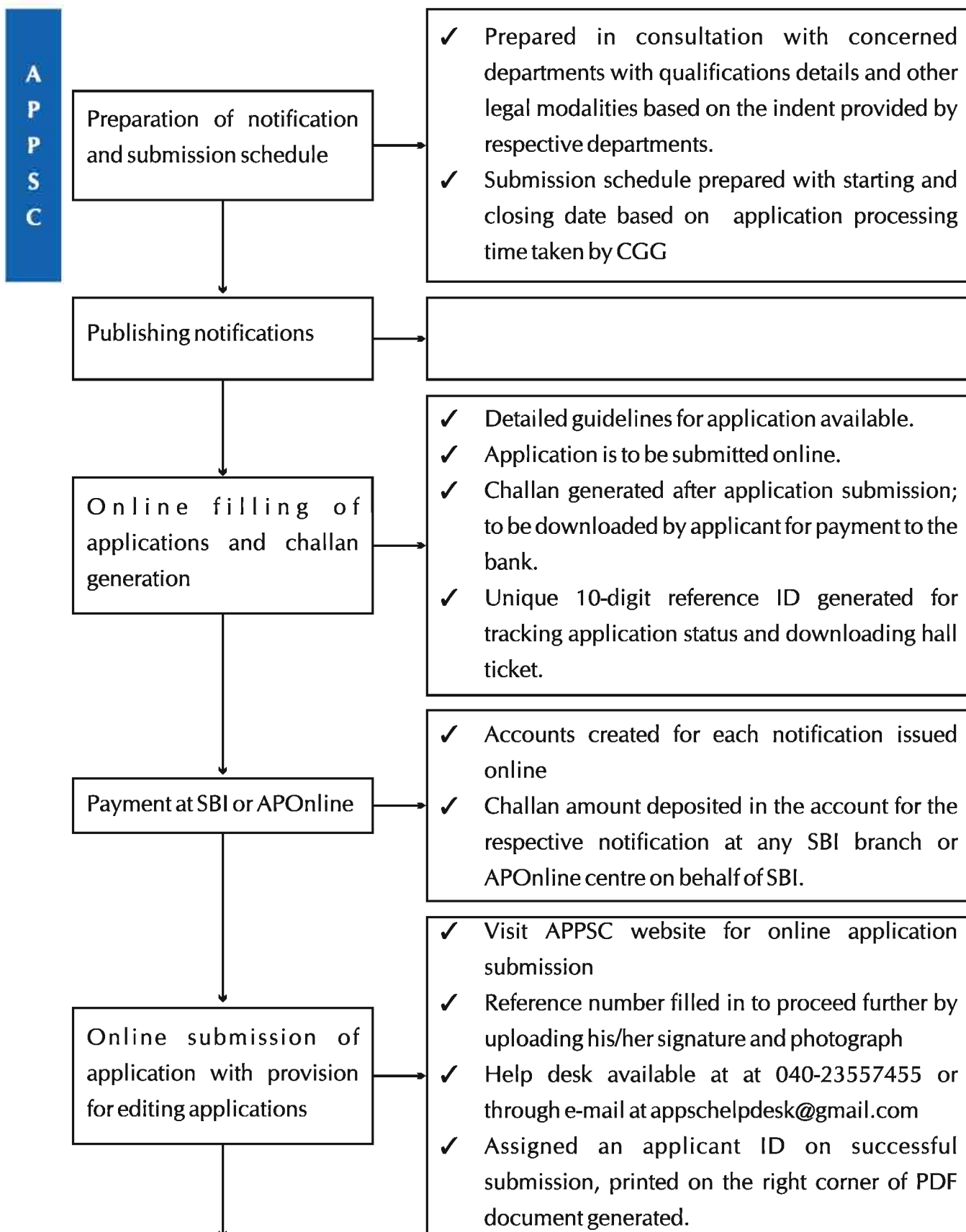
KEY COMPONENTS OF THE PROJECT



Figure 5: Components of ORPS of APPSC

Source: OneWorld Foundation India, 2013

KEY PROCESSES OF ORPS



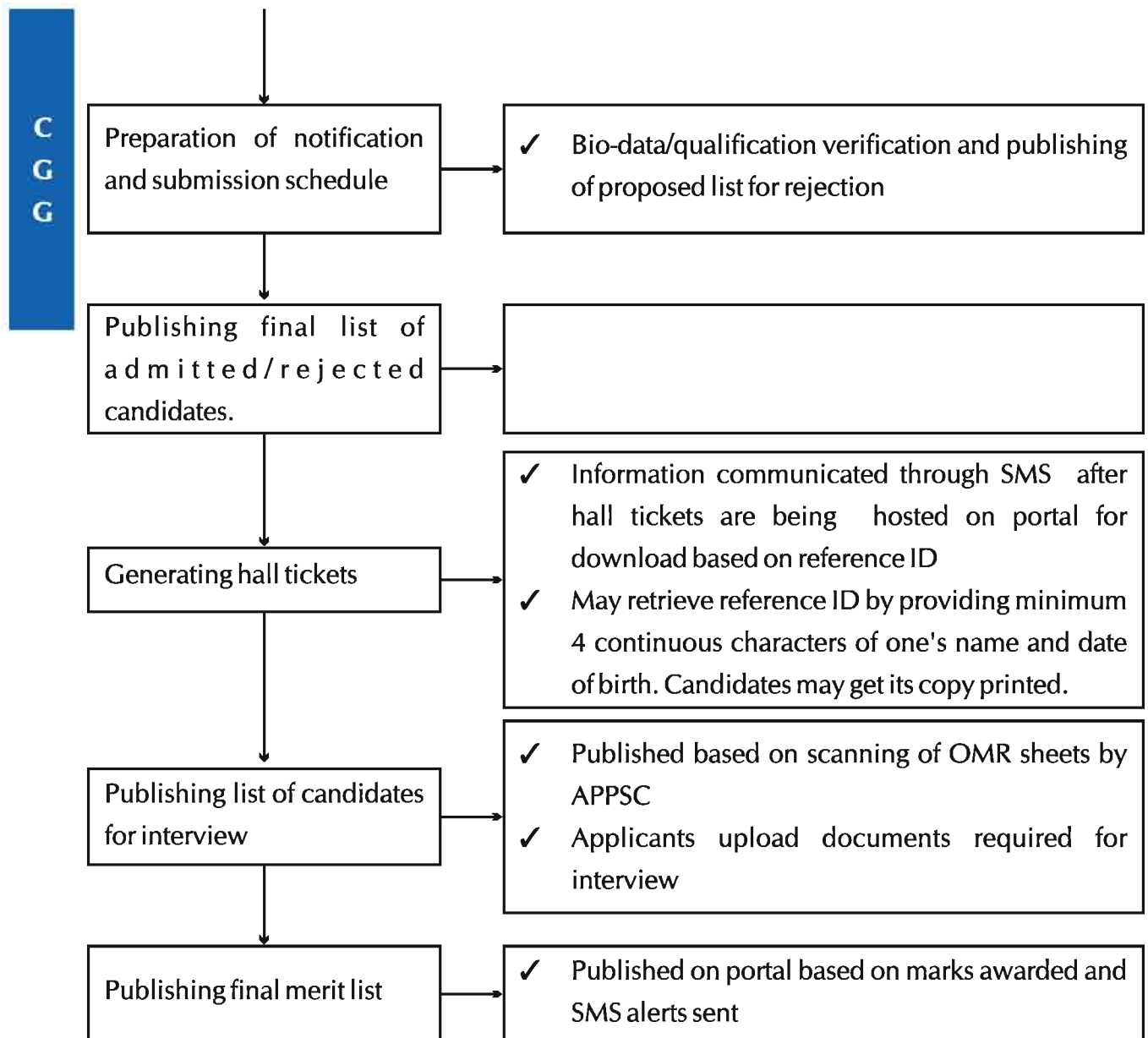


Figure 6 : Key processes under the ORPS
Source : OneWorld Foundation India, 2013

TECHNOLOGY ADOPTED

The Online Recruitment Processing System (ORPS) has been developed with the help of Java and Oracle. It is supported by a strong firewall, 100 MBPS bandwidth internet connection and a 128 GB server. The backend technology adopted by CGG constitutes of two servers - an application server that accepts online applications and a data server meant for connectivity. It was developed in response to APPSC's demand for a certain set of processes/operations that were to be technologically enabled.

The software is tamper proof since public access is given only for downloading applications and hall tickets. The remaining processes occur between APPSC and CGG with password protected features. CGG takes care of the timely upgradation of software and maintenance of hardware utilized in the process.

The system is fully equipped to handle heavy traffic even during dates closer to submission. On occasion approximately 10 lakh applications are successfully accepted without any server issues. The managers' network at CGG keeps a track of the traffic to check for fluctuations particularly during peak loads.

The system is also integrated with mobile technology for receiving timely updates. Information related to confirmation of payment, examination dates, hall ticket and results may be sent to applicants through SMS. The online processing fee paid by the applicants covers the cost of SMS alerts.

DEVELOPING TECHNICAL EXPERTISE OF HUMAN RESOURCES

The project is based on the introduction of technology for processing applications for direct recruitment. There needs to be a match between the technical expertise of the existing government officials and the technology introduced in the system for enhancement of efficiency. In this context, capacity building exercises for upgrading employees' technical skills become crucial. It is noteworthy to mention here that human resource of APPSC and CGG is vibrant and dynamic and is involved in inter-team tasks. The Technology team and the help desk personnel are the key resource persons for these capacity building sessions.

GRIEVANCE REDRESSAL MECHANISM

The existence of a digital divide poses numerous challenges in any ICT based initiative and so is the case with the ORPS. CGG has, thus, developed an efficient grievance redressal system mechanism so as to cater to the needs of both rural and urban users in Andhra Pradesh. It enables applicants to seek

assistance while submitting applications or downloading hall tickets. It is available on all working days between 10.30 AM-1.00 PM and 1.30 PM-5.00 PM. He/she may call the help desk at +91-040-2355745 or may mail his/her queries at appschelpdesk@gmail.com.

Currently, CGG has trained four candidates to handle help desk queries and has restricted the facility to 4 telephone lines; however, it has a capacity for upto 10 lines and may be increased as per the demand in future. The cost incurred for a query is equivalent to the charges of a local call.

6. CHALLENGES IN IMPLEMENTATION

LACK OF READINESS/AWARENESS TO ADAPT TO THE NEW CHANGE

Initially there was a lack of awareness among applicants with respect to various functions under the ORPS, particularly in downloading hall tickets from the website. Gradually, people in Andhra Pradesh have adapted to the online system of recruitment. With the manual system, hall tickets were sent by post and applicants were under the impression that this would continue even after the ORPS came into being. In a number of cases, they used to wait for the hall tickets to arrive at their postal addresses and would inquire about it only close to the date of the exam. Similarly, though the help desk served as a grievance redressal mechanism in case of any problems in online submission or downloading hall tickets, it was not in frequent use previously.

It is noteworthy to mention here that with consistent capacity building efforts by the APPSC, today people are accustomed to accessing and using the website regularly. As per CGG estimates, the website has 20,000-30,000 hits in a day.

COST EFFECTIVENESS IN CASE OF FEWER APPLICATIONS

An online processing fee of INR Rs. 25 is charged for applications under the ORPS. Although in cases where the number of applicants who respond to the notifications is less, the actual cost for the upkeep of a notification increases and is not financially cost effective for the CGG.

REACHING OUT TO THE RURAL POPULATION

Extending the reach of services to the population that lives in villages is one of the key challenges. Though the online system is user friendly and citizen grievances are addressed, many rural citizens are yet to adapt to the online system.



LACK OF BILINGUAL NOTIFICATIONS AND APPLICATION FORMATS

The ORPS is a remarkable initiative for streamlining the recruitment process in Andhra Pradesh. It is to be taken into consideration that the system does not have provisions for bilingual notifications and application formats. As a key e-governance project of the Government of Andhra Pradesh, facilitating applications in the local language may prove to be a major milestone in expanding its reach at the grassroots level. In order to address these limitations, APPSC can also learn from the experiences of the Online Recruitment Processing Systems of other State Public Service Commissions. Apart from that, applicants may be given access to sample copies of applications to serve as guidelines in the online submission process. Additional features may be introduced on the APPSC website like online chat, discussion forum, live community chat, online book store, free e-books etc. to facilitate the participation and ownership of online system among aspirants.

7. BENEFITS OF INNOVATION

The Online Recruitment Processing System of APPSC has been able to create an efficient, timely and transparent public recruitment system in the state. It has not only strengthened people's faith in the public recruitment system but has also streamlined the administrative process required for recruitments. Some of its major benefits are:

REDUCED PROCESSING TIME

Online processing of applications reduces the time involved in processing high volumes of applications and ensuing paper work. In the manual process, a single recruitment used to take nearly four to five years. On the contrary, with the ORPS, it is possible to carry out simultaneous recruitment, i.e. recruitment on multiple notifications at the same time, and within a much shorter period of time as seen from the fact that the recruitment cycle has now reduced to approximately one year.

IMPROVED HR EFFICIENCY

Introduction of technology in recruitment processing has not only reduced the administrative time involved in processing of applications but has also improved efficiency with increased output. Minimal human intervention and automation in the process has brought down physical drudgery for the processing staff, reduced scope for errors and enhanced accountability at the level of the administration.



INCREASED TIME FOR APPLYING

Applicants may apply online for various positions from wherever he/she is and at any time of the day. Previously, there were long queues for receiving and submitting the applications i.e. only on working days between 10.30 AM to 1 PM and 1.30 PM to 5 PM. In addition, the system of SMS alerts for applications minimizes delay in the application process as it obviates the need for the applicant to visit the centre time and again for updates. Further, within the ORPS, applicants falling in the list proposed for rejection, have the option of reapplying via the same online process.

IMPROVED FILTERING PROCESS

The ORPS has made the process of filtering applications quick and convenient. APPSC collects details of all the applicants from CGG and verifies the bio-data and qualifications of each applicant before issuing hall tickets to keep a check on fake candidates, ensuring that authenticity and transparency is maintained in the online process.

INCREASED CITIZENS' PARTICIPATION

Online processing of applications streamlines the management of applications with enough scope for applicants to check the status of his/her application online, to submit their objections in case the application is rejected, to download generated challans, submit applications, and download hall tickets in case these are misplaced. They may have access to the soft copies of these key documents required for appearing in the examination or for the final interview.

Downloading various key documents is based upon reference ID, a unique 10 digit number assigned while submitting the application online. In case he/she forgets the reference ID, the ORPS is equipped with convenient ways of retrieving the information.

TRANSPARENCY IN TRANSACTION PROCESS

The fee collection procedure is accomplished through SBI branches or AP Online centres located in all the rural and urban areas of the state bringing in transparency in the transaction process. List of all AP Online centres and SBI branches are also provided on the portal for the convenience of applicants.

MIS ENABLED BETTER DECISION MAKING

The Online Recruitment Processing System enables better decision making at the policy level through MIS (Management Information System) reports on significant parameters such as number of challans generated, cancellation of requests, number of applications submitted, reference IDs claimed and such like.

8. FINANCIAL MODEL

The ORPS has been developed with support from the Government of Andhra Pradesh and Centre for Good Governance. The applicants are charged with an examination fee that goes to the Government of Andhra Pradesh Treasury via the Andhra Pradesh Public Service Commission. It is also mandatory for the applicants to pay online processing fee i.e. INR 25 which is transferred to CGG for its technical support functions.

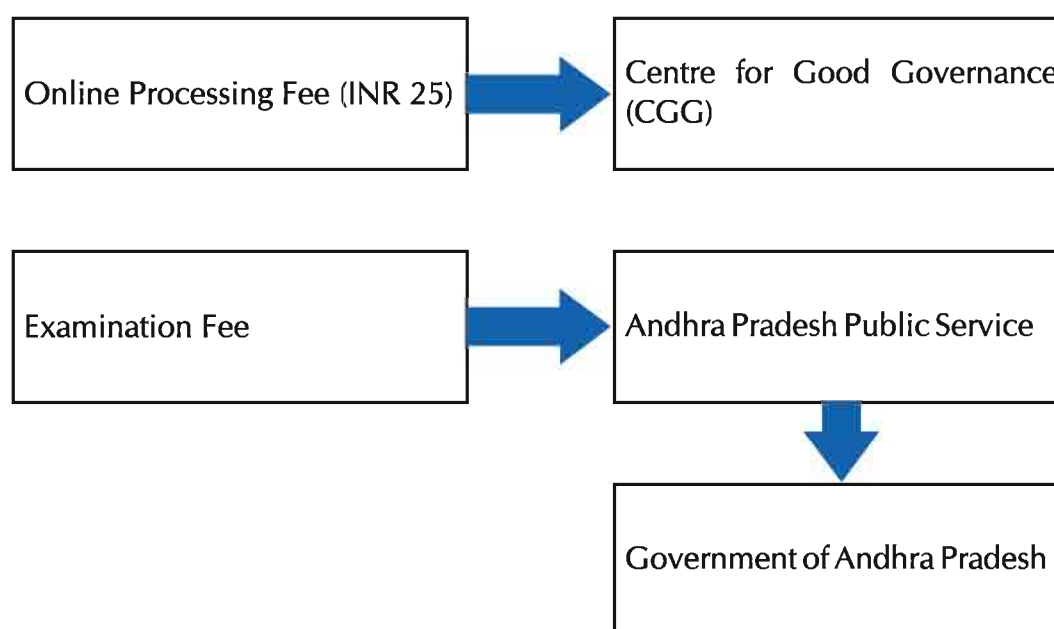


Figure 7 : Financial model of the ORPS
Source : OneWorld Foundation India, 2013

A strong network of fee collection centres has been established in coordination with SBI. SBI has further sub-contracted with APOnline for fee collection. As per the instructions of APPSC, SBI opens accounts for each notification and the challan paid by the applicant goes to accounts meant for concerned notification only.

The initial cost of software development was INR Rs. 2 crore, borne by CGG, as estimated for 10 notifications. The operational cost, thereafter, depends upon the number of notifications issued. The operational cost incurred for processing per transaction is INR Rs. 10-15 of which 20 per cent is borne by APPSC and the remaining 80 per cent by CGG

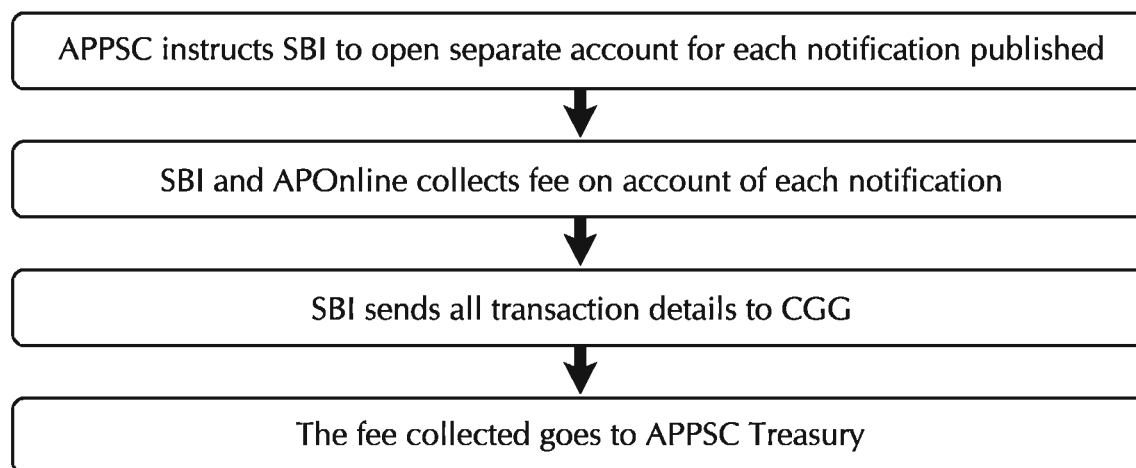


Figure 8 : Process of financial transactions

Source : OneWorld Foundation India, 2013

9. POTENTIAL FOR REPLICATION

The Online Recruitment Processing System (ORPS) is a notable technology based initiative that aims to improve the recruitment process of the Andhra Pradesh Public Service Commission. It has not only reduced the administrative time involved in the processing of applications but has also brought about efficiency, effectiveness, timeliness and transparency in the recruitment system with increased output and no additional manpower. APPSC, in coordination with a committed technology partner - CGG, has initiated complete computerisation of its recruitment process which is successfully altering the face of public services to build citizens' faith in government system of recruitment and create a sense of optimism among applicants.

In a country like India where unemployment and underemployment, particularly among the youth, is a major crisis, public services are seen as a ray of hope for millions of aspirants as an equal employment opportunity. Since all over India a large number of aspirants apply for public services, data integrity is a major issue in manually processing applications. Problems of inaccuracy and/or insufficiency of information provided in application forms left scope for the application to be rejected on these grounds without any recourse to a second opportunity. Other major issues faced were long queues at counters selling application forms, postal delays, non-availability of application forms, excessive processing time for any major recruitment drive, physical drudgery in manually processing applications, large physical storage space and cumbersome retrieval etc. Given these problems, a number of State Public Service Commissions, including APPSC, opted for online processing of applications. This movement towards an e-recruitment system presents vast scope for sharing notes between states and deliberating upon the successful features of their models.

Impressed by the success of the ORPS, several other state governments in India have been seeking CCG's assistance in designing a similar system for their respective states. The ORPS has also been appreciated in other Public Sector Undertakings in Andhra Pradesh - staff in these PSUs have approached their respective managements for the implementation of similar systems in their offices. The model is being replicated by the following state departments:

- ✓ Power Companies : APTRANSCO (Transmission Corporation of Andhra Pradesh Limited), APGENCO (Andhra Pradesh Power Generation Corporation Limited), CPDCL (Central Power Distribution Company of Andhra Pradesh Limited), NPDCL (Northern Power Distribution Company of Andhra Pradesh Limited), SPDCL (Southern Power Distribution Company of Andhra Pradesh Limited) & EPDCL (Eastern Power Distribution Company of Andhra Pradesh Limited)
- ✓ CCLA (Chief Commissioner of Land Administration) for VRO/VRA (Village Revenue Officers/Village Revenue Assistants) Recruitment
- ✓ Excise Department – Constables Recruitment
- ✓ APSRTC (Andhra Pradesh State Road Transport Corporation) – JA (Junior Assistants), TST/MST (Traffic Supervisor Trainee/Mechanical Supervisors Trainee), Constables, OUT (Officers Under Trainee) Recruitment
- ✓ Education Department for – DSC (Departmental Selection Committee) Recruitment, APTET (Andhra Pradesh Teacher Evaluation Test), DIETCET (District Institute of Education and Training – Common Entrance Test), LPCET (Language Pandit Common Entrance Test), Model School Teachers Recruitment.

Scalability of the ORPS can be achieved through the following enhancements in its functioning:

1. This model is presently operating at the state level recruitments domain. It can be scaled up to national level recruitments.
2. Call centre services are presently operative only during working hours. Though IVRS is available 24 hours, extending call centre services to 24 hours will be an added advantage to the citizen.
3. The verification process may be linked with Unique Identification Number (UID) issued by UIDAI to facilitate the process of cross checking the personal details of the applicant and, therefore, bring in more authenticity and transparency.
4. Presently only SBI is accepting challan payments. Perhaps a facility to make payments from other nationalized and leading banks should be extended to citizens.
5. Provisions may be made for bilingual notifications and applications so as to extend services to aspirants who are familiar only with the regional language.



6. Provisions may be made for sample copies of processing that will serve as a resource guide for applicants, particularly for those less exposed to technology.
7. Features like online chat, discussion forums, live community chat etc. may provide opportunities to aspirants to interact with other aspirants and share their experiences and facilitate their performance.
8. Other additions like tips and tricks, online book store, free e-books may be of use to aspirants.

The successful implementation of the ORPS has changed the face of the public recruitment system in Andhra Pradesh. It has been able to facilitate HR efficiency, quickness and transparency in the recruitment process while reducing administrative time. Increased citizen participation and an efficient grievance redressal mechanism is an excellent example of e-governance strengthening citizens' faith and optimism in the government system of recruitment. Realizing its potential, it has been awarded the eWorld Forum 2012 Award in the category of "Best Government to Citizen (G2C) Initiative of the Year."

10. Datasheet

Online Processing of Andhra Pradesh Public Service Commission (APPSC) Applications

SUMMARY	<p>APPSC initiated online processing of applications for recruitments in public services in order to address the loopholes in the manual system of processing in terms of inaccuracy and insufficiency of information, higher postage cost for application form request, problems in submission, postal delays, no second opportunity for reapplication and excess applications processing time etc. In lieu of these challenges, the Online Recruitment Processing System (ORPS) was introduced in 2008 for the online submission of public recruitments' applications in the state of Andhra Pradesh.</p> <p>The ORPS is a technology based initiative that has changed the recruitment process of Andhra Pradesh Public Service Commission in the last 4 years. It has improved administrative efficiency, quickness and transparency in the recruitment process and has been made more applicant friendly.</p>
NAME OF THE IMPLEMENTING AGENCIES	<p>Implementing Agency : Andhra Pradesh Public Service Commission</p> <p>Technology Partner : Centre for Good Governance</p> <p>Financial partners : State Bank of India and APOne</p>
PERIOD OF IMPLEMENTATION	Operational since October 2008
PLACE/ AREA OF OPERATION	State of Andhra Pradesh
OBJECTIVE(S)	<ul style="list-style-type: none"> ❖ To speed up the recruitment drive by reducing processing time ❖ To improve HR efficiency by removing the physical drudgery of processing staff in the manual system ❖ To reduce cost of applications, uncertainty in the delivery of applications and increase accuracy in applicants' data ❖ To develop an accountable and transparent technology based public service recruitment system

METHODOLOGY	<p>Steps adopted for the implementation of the ORPS include:</p> <ul style="list-style-type: none"> ❖ Creating an atmosphere of administrative/political willingness on the part of APPSC ❖ Selection of committed technology partners and development of technology ❖ Leveraging strong internet connectivity in the state ❖ Networking with financial organisations, and ❖ Developing technical expertise of the human resources
BENEFICIARIES / TARGET GROUP	Unemployed persons seeking public service employment opportunities through APPSC
STATUS BEFORE IMPLEMENTATION	<ul style="list-style-type: none"> ✓ Long queues at counters selling applications ✓ Dual postage costs incurred for form request and submission ✓ Risk due to postal delays ✓ No scope for filing objections if application is rejected ✓ Large amount of processing time for every major recruitment cycle, upto 4-5 years ✓ Physical drudgery for processing staff ✓ Large scale consumption of paper and print ✓ Non-availability of application form
STATUS AFTER IMPLEMENTATION	<p>Cost Reduction :</p> <p>ORPS has reduced the cost of applications by eliminating the manual step for application form request; increased time for submission of applications through online submission process; reduced administrative time involved in application processing; reduction of large scale consumption of paper.</p> <p>Increasing Transparency</p> <p>Verification of biodata and qualification particulars before generating hall tickets keeps a check on fake candidates. Minimum human interference through electronic delivery of services reduces manual work on the part of the processing staff and makes them accountable to beneficiaries. Fee collection through SBI and APOne centres also facilitates transparency in the transaction process.</p> <p>Service Improvement :</p> <p>The ORPS has increased certainty in the delivery of applications, certainty</p>

STATUS AFTER IMPLEMENTATION	of accuracy and sufficiency of filled in application sowing to help desk, increased time for applying, maintenance of data integrity with retrieval mechanism, introduced transparency in the administration of APPSC, and citizen participation in the application procedure.
DIFFICULTIES / CHALLENGES AND LESSONS LEARNT	<p>INITIAL CHALLENGES:</p> <ul style="list-style-type: none"> ☛ Lack of readiness and awareness among aspirants on how to get access to various services available on APPSC website ☛ Manual errors in programming attributed to HR inefficiency <p>CURRENT CHALLENGES:</p> <ul style="list-style-type: none"> ☛ Many rural citizens are yet to be exposed to the online system for public recruitment ☛ Low number of applications for certain notifications dents cost effectiveness ☛ Adopting bilingual feature for notifications and application formats
CURRENT STATUS	The ORPS is an ongoing project. Notifications are published online every year covering all the examinations conducted by APPSC.
RESOURCE REQUIREMENTS	<p>Physical Infrastructure :</p> <p>The initiation of the ORPS did not require any changes in infrastructure and administrative set up of APPSC except the need to familiarise existing staff with the online system. CGG has all necessary infrastructure in place and the state has a well established network of IT infrastructure.</p> <p>Human Resource :</p> <p>Capacity building exercises are conducted for existing staff of APPSC and CGG with the technology team and help desk team of CGG as key resource persons.</p> <p>Technological / IT :</p> <p>Based on the platforms of Java and Oracle, supported by a strong firewall, 100 MBPS bandwidth connection and 128 GB server</p>
APPROXIMATE COST OF IMPLEMENTATION	Technological development was done by CGG free of cost. Applicants have to pay an online processing fee of INR 25 in addition to the examination fee.

PERFORMANCE INDICATORS	<p>The ORPS has been able to:</p> <ul style="list-style-type: none"> ❖ Bring intineliness, efficiency and transparency in the recruitment system of public services ❖ Enhance HR efficiency and performance ❖ Enhance citizens' faith in the government system of recruitment
PROJECT CHAMPIONS (ALONG WITH DESIGNATIONS)	<ul style="list-style-type: none"> ✓ Ms.RachalChatterjee, Ex-Chairman, APPSC ✓ Shri S. JagannathRao, Additional Secretary, APPSC ✓ Shri K Dakshina Murthy, Project Manager, Centre for Good Governance
PROJECT CONTACT PERSONS (CURRENT)	<ul style="list-style-type: none"> ❖ Ms. Rachal Chatterjee, Ex-Chairman, APPSC (November 2012) ❖ Shri Chittaranjan Biswal IAS (Retd), Chairman, APPSC
REASONS FOR REPLICATION	<p>The ORPS has overcome the challenges posed by manual processing of applications. The ORPS has streamlined the public recruitment system with reduced cycle for each recruitment. Though initially there was a lack of readiness among applicants, today people in Andhra Pradesh are accustomed to the new system. Since 2008 there is a consistent increase in the reach of the APPSC website with more than 25-30,000 hits recorded each day. As per statistics provided by CGG, for one notification more than 11 lakh applications were received and APPSC was able to conduct the exam within 45 days. These achievements reflect the project's potential for replication by other State Public Service Commissions. Since public recruitments is a major responsibility of every government, the adoption of a transparent technology aided system like the ORPS can result in reducing administrative workload as well as create a citizen friendly recruitment system.</p>
REFERENCE LINKS	<ul style="list-style-type: none"> ❖ Centre for Good Governance Home page Web: 8 November 2012 http://www.cgg.gov.in/index_id29e.jsp ❖ Andhra Pradesh Public Service Commission Web: 30 October 2012 <http://website.apspsc.gov.in/home.apspsc>



REFERENCE LINKS	<ul style="list-style-type: none">❖ Online Recruitment Processing System. Andhra Pradesh Public Service Commission (APPSC) Web: 29 October 2012 < http://ewf.eletsonline.com/2012/05/online-recruitment-processing-system-andhra-pradesh-public-service-commission-appsc/ >❖ < http://www.nccptrai.gov.in/nccpreistry/6th_amendment.pdf
PERSON WHO PREPARED THIS DATABASE AND HIS/HER DETAILS	Manju Khurana, Research Analyst, OneWorld Foundation India, New Delhi



II. REFERENCES

- ✓ Centre for Good Governance Home page Web : 8 November 2012 <http://www.cgg.gov.in/index_id29e.jsp>
- ✓ Andhra Pradesh Public Service Commission Web: 30 October 2012 <<http://website.apspsc.gov.in/home.appsc>>
- ✓ Online Recruitment Processing System. Andhra Pradesh Public Service Commission (APPSC) Web: 29 October 2012 <<http://ewf.eletsonline.com/2012/05/online-recruitment-processing-system-andhra-pradesh-public-service-commission-appsc/>>
- ✓ The Recruitment Challenge Web : 31 October 2012 <http://www.jobs.co.za/uploads/jobs/pdf/human_communications_case_study.pdf>
- ✓ E-Governance Challenges Web: 23 November 2012 <<http://www.it.iitb.ac.in/~prathabk/egovernance/challenges.html>>
- ✓ eWORLD 2012 Forum Web: 18 June 2013 <<http://ewf.eletsonline.com/award-winners/>>



Centre for Innovations
in Public Systems (CIPS)

ONLINE RECRUITMENT PROCESSING SYSTEM OF
ANDHRA PRADESH PUBLIC
SERVICE COMMISSION APPLICATIONS

Annexures

ANNEXURE-I: INTERVIEW QUESTIONNAIRE FOR KEY STAKEHOLDERS

INNOVATION CONTEXT

1. Before launching Online Processing of Application system for direct recruitment through Andhra Pradesh Public Service Commission, what were the major challenges before the Andhra Pradesh Public Service Commission with respect to direct recruitment process /departmental exams?
2. Why did APPSC switch to a technology aided solution for receiving and processing of job applications? What are the main objectives of this new process of recruitment?
3. Was there any pilot phase of the project? If yes, provide details- duration, location, finances involved, sources of funding, follow up, interventions etc.

KEY STAKEHOLDERS/INSTITUTIONS

4. Who are the key stakeholders in the project? What are their roles and responsibilities?
5. How does the organisational structure and human resource requirement for the management of the Online Recruitment Processing differ from the earlier system of manual processing of application?

IMPLEMENTATION STRATEGY

KEY COMPONENTS

6. What are the various phases in the implementation of the ORPS right from the conceptualization to the roll out of the initiative?
7. The key processes (steps) involved in the online processing of applications are:
 - a) announcement of vacancies/examinations
 - ✓ How various government departments in Andhra Pradesh notify the Andhra Pradesh Public Service Commission about the vacancies?
 - ✓ APonline also notifies number of vacancies in Andhra Pradesh? How different is it from APPSC?
 - b) Filling of applications by users
 - ✓ APPSC website also has a Help Desk to address problems during online submission, and downloading of hall tickets. Who addresses these queries? How much time is taken to respond to a particular query?
 - ✓ In case submission is rejected, is there any mechanism to know of the reason for rejection?
 - ✓ How does he/she re-submit the application?
 - ✓ How many attempts the applicant may take to submit the application?



c) Payment by users

- ✓ APOne is another famous e-governance project of Government of Andhra Pradesh. Applicants may pay their challan once it is generated on APPSC website, through APOne. How is the challan paid?
- ✓ What is the nature of involvement of APPSC with APOne and SBI in this context?

d) Receipt of applications and back end processing

- ✓ How do you filter the applications submitted?
- ✓ How much time it takes to display the candidates' list for written exam/final interview?
- ✓ After submitting the application, when can the applicant have access to exam schedule and hall ticket?

e) Confirmation for acceptance and issuance of hall tickets

f) Are there any other steps in the ORPS? Can you explain how each of these steps is carried out and who is responsible for managing each step?

TECHNOLOGY ADOPTED

8. Online processing of applications for direct recruitment is a technology based process. What changes did the introduction of technology bring about in the administrative procedures or set-up for application of services?
9. What challenges did APPSC face in convincing officials to switch over to technology driven processes?
10. What is the technology adopted/utilized in terms of hardware and software to facilitate the process?
11. How do you make the process tamper proof and secure? Please share with us the unique features of software in this context?
12. Are there any provisions for timely updation of software and maintenance of hardware as utilized for the process?
13. Is the application developed owned by APPSC or outsourced to any other agency?
14. Is it certified? If yes, which is the certifying agency?
15. Is the website equipped to handle the heavy traffic particularly during dates closer to submission? Once the applicant starts the process of application submission, when does the window time out?
16. Who is responsible for technological troubleshooting?



17. Along with checking the status of their applications online, applicants are also sent updates through SMS. Please elaborate on the kind of updates provide through SMS? Who is the network provider for the SMS service? What are the charges for SMS or is it free of cost?
18. The candidates may also call a helpline number 91-40-2355745 on all working days between 10.30 AM-1.00 PM and 1.30 PM-5.00 PM with their queries. Who responds to these calls? Is there a dedicated call centre for this purpose? What is the cost that accrues to the applicants for a query?

TRAINING AND CAPACITY BUILDING

19. The project is based on the introduction of technology for processing applications for direct recruitment. There needs to be a match between the technical expertise of the existing government officials and the technology inserted into the system for enhancement of efficiency. In this context are any capacity building exercises conducted for upgrading skills of employees at all levels? If yes, please provide details of the training provided: resource persons, participants, exact content, methodology, duration.

AWARENESS GENERATION

20. How do you create awareness among citizens about this initiative, particularly for those at grassroots level?
21. Please share with us the detail of awareness generation programmes – location, frequency, number of programmes, target group, key partners involved etc.
22. Is there any mechanism to assist applicants who have a limited exposure to technology usage during the filling of applications? Is yes, please elaborate on the nature of assistance?
23. Have you adopted any ICT based approach for awareness generation among beneficiaries? If yes, please provide details.

MONITORING & EVALUATION

24. Is the performance of this initiative regularly monitored to identify and rectify the problems in the process of online submission of applications?
25. If yes, what is the monitoring and evaluation mechanism to keep a check on any irregularities due to technical snags or administrative hurdles?

CHALLENGES IN IMPLEMENTATION

26. What challenges are being faced in the implementation of Online Processing of Applications for Direct Recruitment/Departmental Exams through Andhra Pradesh Public Service Commission?



Please specify particular challenges in the following areas:

- ✓ Operational
- ✓ Technological
- ✓ Financial
- ✓ Human resource/Training and Capacity Building
- ✓ Inter-departmental issues
- ✓ Administrative
- ✓ Participants attitude towards innovation
- ✓ Participation of citizens
- ✓ Any other, please specify

27. What strategies do you adopt to meet these challenges?

BENEFITS OF THE INNOVATION

28. What has been the most significant achievement /awards of the initiative?

29. How has the initiative impacted -

- a) Service providers
- b) Applicants
- c) Recruitment process in Andhra Pradesh

FINANCIAL MODEL

30. What is the overall cost of developing this initiative for online processing of applications for recruitment?

31. Please provide details about the following -

- ✓ Cost incurred on physical infrastructure
- ✓ Cost incurred on technology
- ✓ Cost incurred on training programmes
- ✓ Cost incurred on awareness generation
- ✓ Any others, please specify

POTENTIAL FOR REPLICATION AND ENHANCEMENTS

32. How is the initiative sustainable in terms of human resources, robustness of technology, capacity building and financial infrastructure?

33. Has the initiative been appreciated by other state governments and in other public/private sector units?



34. States like Orissa, Punjab, Himachal Pradesh, Tamil Nadu, Uttar Pradesh have also adopted the online processing of applications for various positions through Public Service Commissions. How is Andhra Pradesh Public Service Commission different from other states?
35. Some State Public Service Commissions like Tamil Nadu, Punjab, Uttar Pradesh have bilingual notifications and application formats. Is APPSC planning such enhancement in future? If yes, please elaborate.
36. UP Public Service Commission has a provision for online processing of applications with access to sample copies of processing with additional features like online chat, discussion forum, articles, tips and tricks, live community chat, online book store, free e books, SMS alert, UPSC updation on mail etc. Is APPSC planning such enhancement in future? If yes, please elaborate.

REQUEST FOR DATA

37. What is the application processing fee and examination fee? Does it vary for different positions? Please give us a detailed list of posts and application fees.
38. On an average what is the number of applications submitted successfully in a day?
39. What is the number of average calls made per day at help desk for any problem in online submission of applications and in download of hall tickets?
40. How many applicants present their queries through mail on an average in a day?
41. How many queries are responded to in a day?
42. How many SMS updates are sent every day?
43. Since 2008, there is online processing of applications in recruitment through Andhra Pradesh Public Service Commission. Is there any change in number of applicants applying for various positions since the introduction of online processing? Can you provide us any statistics in this context?
44. Please provide us with all related circulars and notifications with regards to the implementation of the ORPS.

INTERVIEW QUESTIONNAIRE FOR BENEFICIARIES

1. How did you become aware of the ORPS?
2. What challenges did you face in the manual system of applying for APPSC vacancies? Is the new system able to meet those challenges?
3. Is navigating through the APPSC portal convenient? Are you comfortable while accessing the portal for submitting applications, generating challans, uploading certificates, downloading hall tickets etc?



4. Do you face any problem in any of the online functions? If yes, what is the frequency and when does it happen? How do you resolve the issues and problems posed while online processing?
5. How effective is the Help Desk in addressing the problems faced in online submission of application, downloading hall tickets etc.?
6. Have you ever applied through Public Service Commissions of other states or Union Public Service Commission? If yes, how different is it from the APPSC portal? Please elaborate.
7. What do you think are the advantages of the online processing of applications in comparison to the earlier system of manual processing?



ANNEXURE-2 : MIS REPORT

Applied date	No. of Challan generated	Cancellation on request	Applications submitted	No. of payments as per SBI	Journal No. claimed	Balance Journals
24/05/12	3457	9	0	358	314	44
25/05/12	4906	9	48	2083	1929	154
26/05/12	4440	8	588	1451	1417	34
27/05/12	2328	8	283	338	335	3
28/05/12	6108	12	645	2193	2169	24
29/05/12	9770	19	1410	5454	5384	70
30/05/12	13831	37	3383	8031	7912	119
31/05/12	11445	21	4193	3682	3628	54
01/06/12	14454	32	4547	11130	10958	172
02/06/12	14846	31	6362	10498	10358	140
03/06/12	6414	10	1821	1945	1931	14
04/06/12	23195	57	8775	17458	17223	235
05/06/12	20690	25	11047	15734	15553	181
06/06/12	25729	50	14474	22141	21871	270
07/06/12	24445	49	16080	20603	20330	273
08/06/12	22382	46	16666	19829	19568	261
09/06/12	20575	37	16430	16852	16603	249
10/06/12	8568	22	6752	3235	3195	40
11/06/12	26996	84	15371	24294	23974	320
12/06/12	22832	63	17790	20786	20523	263
13/06/12	26234	81	19543	23998	23727	271
14/06/12	30107	85	21589	26419	26112	307
15/06/12	28846	74	22716	27016	26679	337
16/06/12	30777	96	24565	26354	26055	299
17/06/12	12988	39	10289	5692	5651	41



Applied date	No. of Challan generated	Cancellation on request	Applications submitted	No. of payments as per SBI	Journal No. claimed	Balance Journals
18/06/12	61117	158	26004	48851	48273	578
19/06/12	71345	176	21303	69543	68679	864
20/06/12	87127	179	54072	80848	79740	1108
21/06/12	120847	217	79406	122112	120203	1909
22/06/12	61778	152	67368	75942	74487	1455
23/06/12	31024	101	82161	25880	25450	430
24/06/12	6170	20	15708	4966	4907	59
25/06/12	39393	117	56377	40118	39511	607
26/06/12	41979	111	51411	44798	44066	732
27/06/12	51975	128	53761	53324	55107	8757
28/06/12	61224	93	58331	86543	84470	2073
29/06/12	13	7	89077	47	41	6
30/06/12	0	1	39514	0	0	0
01/07/12	0	1	2570	0	0	0
02/07/12	0	1	3817	0	0	0
03/07/12	0	2	3835	0	0	0
04/07/12	0	1	3593	0	0	0
05/07/12	0	1	4658	0	0	0
Total	1050355	2470	95833	981086	958333	22753

Source : Centre for Good Governance, 2012



From

Ms. Charu Sinha, I.P.S.,
Secretary.



To

The Director,
Centre for Innovations in Public Systems,
College Park Camp of ASCI,
Banjara Hills,
Hyderabad.

Letter No. 2036/ADB/01/2013, Dated: 04-11-2013

Sir,

Sub: - Estt.,-APPSC –Documentation of a detailed project report on the Online recruitment Processing System of Andhra Pradesh Public Commission – Information – Reg.

Ref: - Email message from the Director CIPS, Dt.22/10/2013, addressed to the Secretary, APPSC.

<<<>>>

With reference to the email cited I am to state that in the minutes of the meeting on 26/06/2008 with Secretary AP. Public Service Commission on the subject of Starting a web enabled system for filling of applications for APPSC held in the chambers of Director General, Centre for Good Governance Hyderabad. (Copy enclosed). Basing on the decision taken in the meeting, the CGG has provided the detailed proposal on the web hard IT System for Departmental Tests and Direct Recruitments.

Later Govt. vide G.O.Ms.No.13 IT & Communication Dept, Dt. 24/04/2008 (Copy enclosed), has ordered the Head of the Dept to approach CGG for IT related services like software Developments, IT consultancy and IT Projects implementation support based on estimates prepared by the CGG without going through Tender Process and consequential orders were issued by the Government vide GO.Ms.No.471,G.A(Ser-A) Dept, Dt.25/07/2008 (Copy enclosed) according permission for the web based applications for the Departmental Tests and Direct Recruitments Management System for APPSC Development by CGG duly indication the Head of Account.

The project is developed and run by CGG with transaction based costing model. Transaction charges for each application submitted by the candidate as indicated by CGG and cross confirmed by APPSC were paid from time to time having satisfactory services and technical support from CGG.

Yours faithfully,

Charu Sinha

SECRETARY.

Encl:-

As above

APPSC / documentation



①

Minutes of the meeting on 26th June 2008 at 11.00 AM with the Secretary, APPSC on the subject of starting a web enabled system for filing of applications for APPSC held in the Chambers of Director General, Centre for Good Governance, Hyderabad.

Present:

1. Dr. Rajiv Sharma, IAS, Director General, CGG
2. Sri Harpreet Singh, IAS, Secretary, APPSC
3. Smt. V Jyothi, Project Leader, CGG

The subject of starting a web enabled system for filing of applications for APPSC Tests was all discussed.

- 1) It was decided to have an early roll-out of the concept by putting it in practice for the ensuing departmental examinations for Government employees.
- 2) The entire system should be operationalised by 11th July (Friday) and demonstration should be given to the Secretary, APPSC. Before that there will be an internal meeting to review the progress on 30th June 2008.
- 3) It was also decided to initially limit the payment options to Government Challan and only Challan number need to be captured in the application form. (In case of any false Challan, departmental action can always be taken against the employee). However, for future applications for private candidates, a more comprehensive payment system is to be designed
- 4) The Centre for Good Governance will submit a proposal to the APPSC by 30th June 2008 linking the estimates to per application basis.
- 5) This system will be a technology demonstration and it is expected that about 70,000 employees will register for these examinations.
- 6) The Secretary APPSC informed that the bills preferred by CGG will be sent by them to Finance for payment and at this stage revenue sharing arrangement need not be insisted upon.


Director General

To
The Secretary, APPSC
The PS to DG, CGG

Copy to:

1. The Sr. Manager (eGov), CGG
2. The Sr. Manager (SDIS), CGG



GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

IT&C Department – e-Governance – Center for Good Governance - Identifying CGG as an agency which can be approached by the Government Departments to develop software solutions based on estimates provided by CGG – orders - issued

Information Technology & Communication Department
(e-Governance Wing)

G.O. Ms. No.13

Dated:24.04.2008
Read

Center for Good Governance, Hyderabad, Lr. No. CGG/SM(eGov)/guidelines/2007-08, dated: 07.03.2008.

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Government wishes to improve the efficiency and productivity of operations of all departments in addition to being citizen centric and initiated various e-Governance projects.

2. The centre for Good Governance was established in the year 2001 with DFID support as part of a strategy to foster good governance. CGG is an autonomous society with Chief Minister and Finance Minister as the Chairman and Vice –Chairman respectively. The centre has also developed an e-Development cell with good infrastructure and qualified staff to develop appropriate solutions. The CGG also has staff with specialized domain knowledge in various fields with a sound knowledge of the functioning of departments of Government. The CGG has been particularly successful in understanding the Government processes, carrying out process reengineering and complement the same with appropriate software support.

3. The CGG has also been implementing a programme known as 'DISA' (Delivery of improved Services in Administration) and as per G.O. Ms. No.668, General Administration (GPM&AR) Department, dated: 05.09.2007, the Departments can entrust any work under DISA programme directly to CGG.

4. CGG in the letter read above has requested the IT&C Department to recognize CGG as an agency which can be approached by the Secretariat and Head of Departments for IT related services like software developments, IT consultancy and IT projects implementation support based on estimates prepared by CGG without going through tender process.

5. Government after careful consideration and with a view to enable Government Departments to utilize the services of CGG, in a speedy and convenient manner, orders that the Secretariat, Head of Departments and other Government Agencies can approach CGG for any IT related services like software developments, IT consultancy and IT projects implementation support based on estimates prepared by CGG without going through tender process.

Asst. Secretary
(Drawing & Disbursing Officer)
A. P. Public Service Commission
Hyderabad.



6. This order issued with the concurrence of Finance Department vide their Fin. U.N.C.
No. 3172/83/A2/Expr. GAD.II/08, Dated: 10.04.2008

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

SURESH CHANDA
SECRETARY TO GOVERNMENT

To
All Departments of the Secretariat
All Heads of departments
All District Collectors
The DG, CGG, Hyderabad.
The Pay and Accounts Officer, Hyderabad
The Accountant General, A.P., Hyderabad.

//FORWARDED BY ORDER//

SECTION OFFICER

Asst. Secretary
(Drawing & Disbursing Officer)
A. P. Public Service Commission,
Hyderabad.

U. G.
ASST. SECRETARY,
(Drawing & Disbursing Officer)
A. P. Public Service Commission,
HYDERABAD.



GOVERNMENT OF ANDHRA PRADESH

ABSTRACT

ANDHRA PRADESH PUBLIC SERVICE COMMISSION - Development of Web based application by Centre for Good Governance for Departmental Tests and Direct Recruitment Management System - Permission - Accorded - Order - Issued.

GENERAL ADMINISTRATION (SERVICES-A) DEPARTMENT

G.O.Ms.No.47

Dated:25-07-2008

Read the following:-

1. G.O.Ms.No.13, IT&C Dept., Dated:24-04-2008
2. Proposal from CGG in U.No:CGG/PRG/CON/2747/2008-09, D130-06-2008
3. From the Secretary, A.P.Public Service Commission, D.O.L.No 788/DTM/2008, Dated:01-07-2008 & 21-07-2008.

ORDER

In the circumstances stated in the references read above Government accord permission for the Web based applications for "Departmental Tests & Direct Recruitment Management System" for Andhra Pradesh Public Service Commission, developed by the Centre for Good Governance.

The expenditure shall be debited to the following Head of account :-

Major Head	-	0051	-	P.S.C. State Public Service Commission
Minor Head	-	105	-	State Public Service Commission Examination fees
Sub Head	-	81	-	Other Receipts
Detailed Head	-	800	-	User charges
Non-Plan - II	-		-	Charged - C
Contingency Fund Major Head	-	2051	-	
DDO Code	-	25000803001	-	

This Order issued with the concurrence of Finance (SMPC) Department vide their Memo No.22153/11-5/A3/SMPC/2008, dated 25-07-2008.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

**S.BALASUBRAMANYAM
SECRETARY TO GOVERNMENT(SERVICES)**

The Secretary,
A.P. Public Service Commission, Hyderabad.
The Pay & Accounts Officer, Hyderabad.
The Director of Treasuries & Accounts, Hyderabad.
The Accountant General, A.P., Hyderabad
Copy to :-
The Finance (Exp. GAD/BG) Department
The Director General of
Centre for Good Governance, Hyderabad.
SF/SC.



// FORWARDED :: BY ORDER //

**L. Kishor Kumar
SECTION OFFICER
AND**

II. Published Workshop Proceedings

1. Role of Medical Colleges in Strengthening Primary, Secondary and Tertiary Healthcare : Experience of CMC Vellore (April 2012)
2. Lecture of Shri H. Sudarshan, Honorary Secretary, Karuna Trust on the Second Foundation Day (May 2012)
3. Proceedings of the Workshop on Achieving Excellence in Eye Care Delivery (June 2012)
4. Innovations in Preservation of Public Properties/Land (July 2012)
5. Innovations in Healthcare (July 2012)
6. Video Conference on Judicial Proceeding (January 2013)
7. Innovations in Land Governance (February 2013)
8. Innovative Practices in School Education (March 2013)

Diagnostic Studies

1. Common Service Centres (CSCs)

Recognizing the important role played by CIPS in identifying, documenting and replicating innovative practices, National e-Governance Division (NeGD), Department of Electronics and Information Technology, Govt. of India has awarded a study of Common Service Centres (CSCs) in 7 States to CIPS in the month of March 2013. These states are Andhra Pradesh, Tripura, Jammu & Kashmir, Jharkhand, Kerala, Madhya Pradesh, and Rajasthan. This study has been completed and the final report has been submitted to Govt. of India in January, 2014.

2. National Optical Fiber Network (NoFN)

In the wake of rollout of the National Optical Fiber Network (NoFN), CIPS has conducted a Needs Assessment Study at Parwada block, Visakhapatnam, Andhra Pradesh where NoFN has been piloted. This study was undertaken by the students of IIT Madras. It throws light on enhanced service delivery in Education, Health, Rural Development, Payment Services, and Certification Service etc. duly making use of the Optic Fiber connectivity.

3. Impact Evaluation of the Jawahar Knowledge Centre (JKC) Project

An initiative started by the Commissionerate of Collegiate Education (CCE), Govt. of Andhra Pradesh in Degree Colleges to impart employability skills of students. This study is expected to be completed by March 2014.

4. Impact Evaluation of MeeSeeva Centre (CSCs) of Andhra Pradesh

This study aims to capture in detail the impact of G2C services delivered by Govt. of Andhra Pradesh to all the key stakeholders.

ABOUT CIPS

Government of India have set up the **Centre for Innovations in Public Systems (CIPS)** in May 2010 as an Autonomous Organization in pursuance of the recommendations of the Thirteenth Finance Commission. In line with its mandate and objectives, CIPS is working with State, Centre and District Level Government Department and Functionaries in developing policies and practices for promoting an innovative culture for transforming creative ideas into sustainable practices for improving service delivery. The **focus areas for CIPS are Education, Health, e-Governance and Urban Governance.**

CIPS has identified and prepared a **database of 318 innovative practices** (116 practices in Education, 60 practices in Health, 70 practices in E-Governance and 72 practices in Urban Governance sectors).

CIPS has **published 17 detailed process documents** for the purpose of replication. These documents have been prepared in association with the organizations such as Administrative Staff College of India(ASCI), Hyderabad; OneWorld Foundation, New Delhi; Access Health International-Indian School of Business(ISB), Hyderabad; Medium Healthcare Consulting, Hyderabad; and Anusandhan Trust, Mumbai.

CIPS has so far conducted a total **of 75 workshops across 36 different locations in 19 different States/Union Territories.**

CIPS has established linkages with State Governments, Government of India Organizations such as *Department of Administrative Reforms and Public Grievances (DARPG)*, Karnataka Knowledge Commission, Gujarat Knowledge Commission, Centre for Development of Advanced Computing (CDAC), Department of Electronics and Information Technology (DeitY), National e-Governance Division (NeGD), Defence Research & Development Organisation (DRDO), *Centre for Development of Telematics (C-DOT)* and Administrative Training Institutes of Karnataka, Kerala, Madhya Pradesh, Chhattisgarh, Gujarat, West Bengal, Assam, Bihar and Haryana; Research/Academic Organizations such as National University of Education Planning and Administration (NUEPA), New Delhi; Tata Institute of Social Sciences (TISS), Mumbai and Hyderabad, Mahatma Gandhi Institute of Medical Sciences (MGIMS), Sevagram, Maharashtra; National Institute of Mental Health and Neurosciences (NIMHANS), Bangalore, Karnataka; and Not-for-Profit Organizations such as Christian Medical College (CMC), Vellore; Aravind Eye Care, Madurai; South Asian Cochrane Centre of CMC, Vellore based in Tamil Nadu and Sodhana Institutions, Vizianagaram, Andhra Pradesh; and CURE International India, New Delhi.

Centre for Innovations in Public Systems (CIPS)

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