

SMART-Move: Customised Vahan-Sarathi

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ABSTRACT

SMART-Move (Customised Vahan-Sarathi) is a package automating all the services and citizen-centric procedures in the offices of Motor Vehicles Department. SMART-MOVE and its components constitute proprietary software developed by the National Informatics Centre (NIC), Ministry of Communications and Information Technology, Government of India. The project received the Microsoft e-Governance Awards 2006.

Introduction/Background

The Motor Vehicles Department is one of the departments offering the highest number of citizen-centric services. The Kerala Transport Department has taken the decision to computerise its various functionalities to provide better and quality services to the citizens.

SMART-MOVE is used for computerising various activities of the Motor Vehicle Department, Kerala State. The application is organised around modules and relevant functions that enable the department to logically assign work to the various personnel engaged in their respective functions. Every module is interlinked with other modules for necessary electronics data interchange between all offices of the Motor Vehicle Department. The following manual procedures are replaced by the implementation of this package:

- All registration records
- Tax collection registers
- All permit registers
- All license registers
- Register of driving schools, dealers, etc.

The information which are of public interest are made available through multi-channel service delivery access points like internet, touch-screen kiosks, service counters etc. Agencies such as SWAN, FRIENDS, Akshaya Centres and Kudumbasree units will also become service delivery points in later stages.

Technology

CALLS (Computer Aided Learners Licensing System), SMART-Touch (Touch-screen facility implemented in RTOs/SRTOs), SMART-Web (Internet portal <http://rto.kerala.nic.in> hosted in NIC), SMART-Transfer (data transfer module developed for transferring data from FRIENDS counter and RTOs/SRTOs).

Implementation Status

Phase I (Completed)

- Three RTOs computerised; Started on May 2002

Phase II (Ongoing)

- Complete the ongoing computerisation in all the RTOs
- 50/60 RTOs/SRTOs computerised
- Remaining 10 offices will be completed in one months time
- Maintain central data base with all key data from all offices
- Give public-oriented services from this central data base

Vision and Objective of the Project

- Better service to citizens
- Better working ambience
- Quick access to information
- Better records maintenance
- Traceability
- Less paper
- Better collaboration
- G2C, G2G and G2B services
- Inter-operable with national model

Overall Description

SMART-Move consists of the following major modules

- Work flow to capture all processes
- Learners license management
- Driving license management
- Conductor license management
- Motor vehicle management
- Fancy number management

- Permit management
- Master data management
- Services on the web/kiosk
- Security management
- Product management
- National data base inter-operability

Architecture

SMART-Move is a two-tier GUI rich application written entirely in Visual Basic and supports MSSQL Server 7.0, 2000 or higher.

- e-Services layer: The front end layer of SMART-Move which interacts with citizens and offer services to the citizens. There are several methods proposed in SMART-Move. The services are offered over touch-screen kiosks, internet, interactive voice response system, and front end counters.
- Back Office layer: The key functional area comprising of all the activities of RTO/SRTO with which the government staff work and carry out the back end operations.

Technology Used

Operating System

In Server : OS Windows 2000/2003

In Client : Windows 2000 Professional/Windows XP

Database

SQL Server 2000

Front End

Visual Basic 6.0, VB.Net, ASP.Net

Maintenance

- Systematic backup mechanism with SQL server maintenance plan security

- Capturing fingerprints for logging into the system using bio-matrix devices
- Menu level control for role administration
- Three-level user authentication for file processing
- Encoded bar code for driving license, conductor license and registration certificate
- Photographs, signature and finger print data stored for each driving license holder

Future Plans

All RTO services will be connected to SWAN and the Data Centre. There will be anywhere, anytime services from the central server.

Conclusion

This project rolled out to all RTO/SRTO as a BOMT model after the successful implementation in three RTOs as the pilot phase. It can be replicable in other geographical locations with the help of expertise. Systematic training programmes were arranged by identifying few master trainers and given training to the master trainers in the software. The following are the key learning from the project

- Take all stakeholders of the project into confidence.
- Avoid all manual records
- Avoid parallel runs even in the initial stage of the project
- Ensure that all the processes are computerised and interlinked
- Product approach is necessary for BOOT, BOMT models