

Online Booking System of BCD

ICT-driven Solution for Building Construction Department, Bihar

Edited by **Dr. DIBAKAR RAY**

After a year of implementation of these digitization processes, the Building Construction Department, Govt. of Bihar was able to approve around 240 booking of Bhawan and after implementation, during 2018-2019, 2019-2020 revenue of ₹4.96 Crore and ₹5.48 Crore was generated respectively through online booking. Revenue earning was increased two-fold after implementation of online booking. Through online internship around 150 students got registered and project report was submitted after successful completion of internship programme.



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Before computerization, Building construction department was booking Bhawan and premises manually with dedicated 4-5 member officials in providing information about availability of Bhawan on specific date and time slots. A separate booking register was maintained and confirmation letter was issued once booking gets approved. The process was done for 3-4 Bhawan and their premises in each office person deputed to handles this. Online booking system has been introduced, and it makes the process very convenient for the department and stakeholders. It has reduced workload, manpower and added features of digital payment which was earlier done through Cheque/ DD mode only.

Online Internship platform is another initiative to make student aware through website so that they can apply through portal and register themselves for the process of their internship. Earlier student was approaching the department for enquiry about internship.

Another initiative was for eMeeting. Meetings were regularly held by department to execute their agenda in timely manner. But managing meeting was very cumbersome process altogether and communicating about the date, timing and Minutes of Meeting to the participants and members. Special cell was working for arranging meetings and circulating MOM. eMeetings platform has been introduced to help in scheduling and execution of eMeeting digitally providing facilities like alerts through sms, email MOM and assigning agenda of MOM to the members for compliance within stipulated timeline. Dashboard provides information about upcoming meeting, past meeting and compliance of MOM.

Introduction

Leveraging ICT for better e-Governance and delivering enhanced services to citizens an innovative ICT-driven solution has been implemented by for Building Construction Department, Govt. of Bihar which includes Online Booking System, Online Internship and eMeetings.

Building Construction Department, Govt. of Bihar initiated with National Informatics Centre (NIC) for design & development of online portal to enrich public and stake holders in smooth functioning of department works. The portal facilitates an effective, IT based and paperless mechanism through digitization of various processes.

Online Booking System

Online Booking Website is for booking of government large convention centre or auditorium or Bhawan like Samrat Ashoka Convention Centre, Gyan Bhawan, Adhiveshan Bhawan and M.M.H. Auditorium. Online Booking system was inaugurated by



State-of-the-art ICT services provided by NIC Bihar State unit and their commitment towards finishing the assignment in a time bound and professional manner had played a significant role in the successful implementation of e-governance projects. Online booking system portal is a remarkable solution given by NIC which facilitates hassle free online booking through digital payment mode. This system puts vacancy related information in the public domain and thus reduces time and requirement of manpower in the booking process. Meeting Management System developed by State NIC has great potential for execution and follow up actions on agenda/ minutes of various departmental meetings. This system can be replicated on a larger scale in various departments.

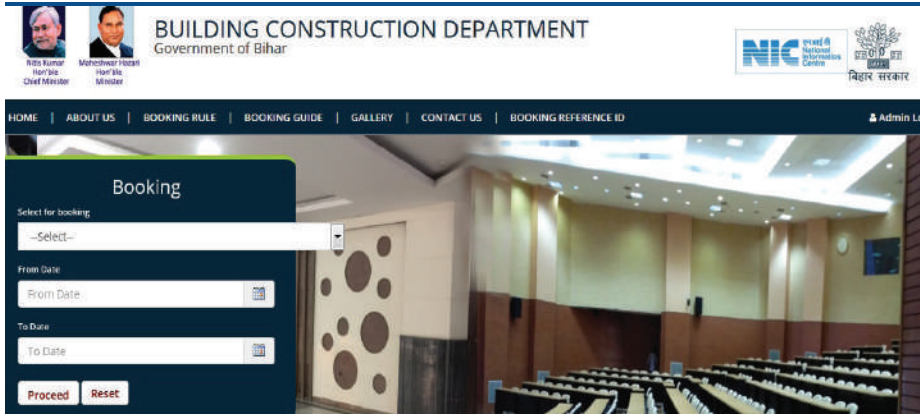
I congratulate the NIC team for extending continuous support to the department. I wish them very best in their future endeavours and hope that they carry on the development of e-governance structures for the ultimate benefit of the common man.

CHANCHAL KUMAR, IAS
Principal Secretary
Government of Bihar

Hon'ble Minister, Building Construction Department, Govt. of Bihar, Shri Maheshwar Hazari in the presence of Shri Chanchal Kumar, IAS, Principal Secretary and Shri Amit Kumar, IAS, Joint Secretary, Building Construction Department, Govt. of Bihar.

Objectives of Online Booking System

- To ensure the activities of National Green Tribunal with the philosophy of Digital India
- To facilitate online booking using digital payment method
- To provide accessibility of information to all the stakeholders with transparency



▲ Booking Interface of Online Booking System of Building Construction Department, Bihar

- To enable digitization and transformation of bookings
- To ensure effective and efficient delivery of G2C and G2G services

Features of Online Booking System

- Stakeholders can query online about vacancy of Bhawan for Specific date and time
- Online approval and rejection through admin of department
- Digital payments and online fee receipt generation
- SMS alerts are sent to applicants after approval, rejection and cancellation against booking of premises
- Automated MIS reports of bookings

Technology Used

- IIS 10.0, Asp.net 4.0, SQLServer 2012
- Operating System Windows Server 2016

Benefits of Project

- Digital India's key guidelines implementation for effective and efficient G2C and G2G services
- Real-time Bhawan vacancy information
- Not required to maintain manual register of booking
- No need to visit office to enquiry about vacancy of Bhawans, deposit cheque or DD
- Better case management resulting into faster disposal and pendency reduction
- Reduction in time of user department to manage bookings
- Digital payment makes it easier and convenient to

- pay from head office outside state also
- Can be applied from other state also
- Booking increased and revenue increase two fold after this website implementation
- Easy and credible online services to citizens

Impact

- Before implementation in 2017-18, ₹2.12 Crore revenue generated
- After implementation, during 2018-2019, 2019-2020 revenue of ₹ 4.96 Crore and ₹5.48 crore has been generated respectively
- Online payments have made it simple for citizens

Online Summer/ Winter Internship

Online internship portal has been designed and implemented for the candidates interested for summer/ winter internship. It provides facility to apply online and making payment through SBI e-collect. After successful filling the application and payment an enrollment number is sent to applicant through SMS. A module to print ID card for internship students is also incorporated. After completion of internship candidate have to submit project report through this portal. Reports like total number of candidates, total payment made through e- mode and number of students submitted project report is also available.

eMeeting

eMeeting website has been designed and implemented to conduct and keep track of

meetings. It is used to view upcoming meetings at a single glance. Administrator can create meetings with date, time, and venue for respective forums and upload meeting agenda in a .pdf format file. Admin can also modify, delete meeting already created before the scheduled date & time. SMS and eMail are generated and sent to the participants regarding the schedule and agenda of the meeting information. There is facility to upload MoM of the meetings and allocation of tasks to the participants. On uploading of MoM it gets circulated through email to all the participants automatically. When compliance is done by participants he/ she can also upload compliance report. A dashboard is available keeping track of meetings, work allocation and compliance against task allocated. It makes easier for managerial person to achieve targets against meeting.

Benefits

- No bulky print-outs of notes, no more requirements for photostat copying, checking copies of notes
- No need for circulation/ dispatch of Agenda of Meetings
- No time lag between upload of agenda and availability of the same to users
- No compromise with security of confidential information
- Saves time, efforts and money due to short, simplified and convenient process of creating meetings, distributing of MoM among the participants
- Keep track of work allotted and its compliance.
- It also saves paper and environment

Features

- Login ID/ Password based access rights to the relevant members of department. On successful authentication, they can able visualize MoM
- All content PDFs stored inside application
- Notice, MOM, Notes in PDF for an ensuing meetings date will be available on system without time lag
- Participants get SMS alerts about scheduled meeting
- MoM is communicated to every participant on his email Id
- Able to view about past meetings and its MoM

Technology Used

- IIS 10.0 , Asp.net 4.0, SQL Server 2012
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Summary

eMeetings helped in scheduling of meetings and execution of Agenda/ MOM. Through eMeetings, consumption of paper and time was saved. Online Booking and eMeetings application is highly appreciated by the officers of Building Construction Department.

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▼ Launch of Online Booking System by Shri Maheshwar Hazari , Hon'ble Minister, Building Construction Department in presence of Shri Chanchal Kumar, IAS, Principal Secretary and Shri Amit Kumar, IAS, Joint Secretary, Building Construction Department, Government of Bihar

