



Online Web Portal for D-Services

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Abstract: E-district portal is an initiative to manage all district services and provide them to people efficiently. The utilization of the health care services system is not in the expected range among district people. The information about availability of public health services is not well known. This study explored how district-level health services systems are not being used by people because the information does not reach them conveniently. To reduce the search time of people on the internet, a website is made where all information regarding health centres and services is made available for the district people. Strengthening district-level management can be an important lever for improving key public health outcomes. In this study, we will acquire knowledge and skills in health system management, administration and reachability, while providing everything on a single website. We will provide information regarding availability of vaccines at various district covid vaccination centres, real time.

Index Terms E-District services, covid, vaccination, digitisation, e-governance

INTRODUCTION

This paper aims at providing various government services to the citizens at district level. There are research done, but only at the state level as the department integration is not feasible at district/town level. So, it makes it very difficult for the local people to access the government e-services easily. The E-District services study is aimed to provide integrated and seamless delivery of citizen services through automation of workflow, back-end digitization, and integration across participating sections/departments for providing services in the most efficient way to the citizens. The purpose is to ensure 'reach' of the services.

The delivery of most of the services is taking a long time because these services require the execution of different activities from various departments and the departments are not integrated properly.

The vision of e-District services portal is to be an electronic way to provide a comprehensive Government service delivery model in one web portal.

It acts like a One-Stop-Shop for all the stakeholders - Common citizens, Government departments, and agencies. We can see such portals available on the web but, coming to a particular district there is no such facility.

It will help us in overcoming various difficulties like:

- No 24X7 help desk facility in place.
- Always spending more time in the queue for receiving and submission of application form.
- Verifications & approval process in different stages take a long time.
- Sometimes it needs to re-submit an equivalent set of information in various level of processing.
- There is no appropriate tracking system to know the status of the application.

RELATED WORK

Author Monika Singh and Ganesh Prasad Sahu conducted research in 2018 [1], to find out sub-areas affecting implementation of e-governance. The supporting factors are divided into categories like awareness, literacy level, legal and policies etc., and their contribution in digitisation in various countries is seen. The research proved that not only the technology, but also the culture, technical know-how, as well as country specific particularities play a vital role in determining the success or failure of e-governance initiatives. Therefore, to bring forth any change we need to focus on more than one area to make it a success.

[2] In 2010, another research was done on the factors affecting e-governance in India. It pointed out the major issues in its acceptability like poverty, illiteracy, unawareness, and inequality. This shows that our country is not up to the mark in making the facilities available to the citizens. So, it is great motivation for us to make services reachable and overcome the issues.



Similarly, [3] A research in West-Bengal at district level in 2014 threw light on the behavioural changes of citizens towards the services provided by the government. It showed the effect on people of some pilot districts when they could easily use the government services digitally, anywhere and anytime. The E-district portal helped them solve the problem of dis-satisfaction among the citizens by providing availability of services, easier processes, saving their time, etc. All such studies show that, for making government schemes and services to be used efficiently, in the times of coronavirus, an online district level portal is an important aspect. It helps in seamless integration of government services at one place, and at the same time, makes all district-level services reachable to people.

PROPOSED METHODOLOGY

In this study, authors have applied quantitative methods as research methodology. It has focused on all the contemporary observables related to common citizens which are important in order to roll out the e-District portal in India at district level. We have created a district portal in the form of a website which will provide all the information of services and schemes of that particular district hassle-free and hence will have a seamless experience. For the creation of the website we have used certain tools and softwares which are necessarily required for creation. To develop and design a webpage or a website, coding in certain computer languages are required. So for our website, primary languages we have used are HTML5, CSS (cascading style sheet) and JAVASCRIPT and also to write these languages, a software or interface is required and for that we have used Visual studio code.

MODULE 1 : VACCINATION SLOTS

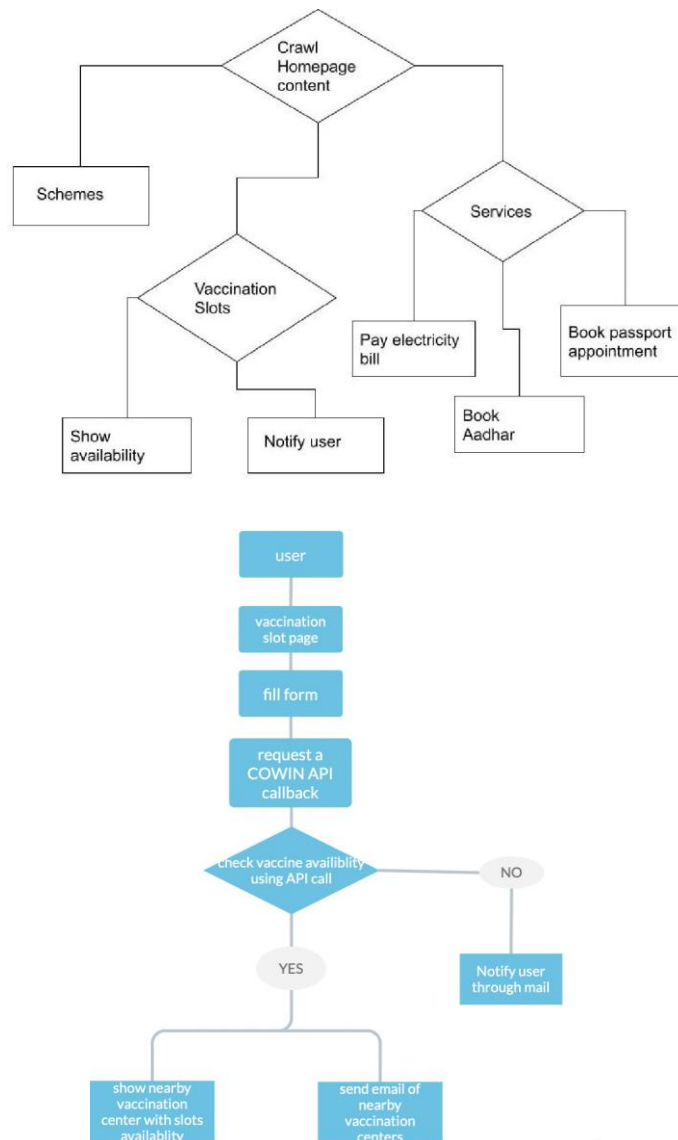
- User will enter his details in the form given
- User will press the submit button
- Function will authenticate the information given by user
- API function is called
- `async function getapi(url) {`
- `// Storing response`
- `Assign response to await fetch(url) function`
- `// Storing data in form of JSON`
- `Assign data as await response.json();`
- `console.log(data);`
- `if response is not equal to null then`
- `execute hideloader function`
- `display data on screen`
- `}`
- If nearby vaccination slots available on that particular date:
 - User can see on all the nearby vaccination slots with availability on our website

ELSE:

Users will get reminder through email when the vaccination slots will be available.



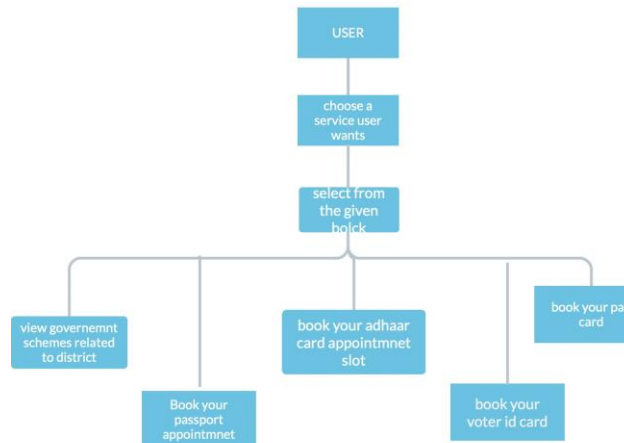
Workflow of Portal



Data Fetching System

MODULE 2 : GOVERNMENT SERVICES andSCHEMES

- User will scroll through our portal
- After clicking on one of the blocks of schemes or services
- Users will be redirected to the desired page and all the information regarding that services and schemes will be present there.



Our website contains 2-3 total pages. And our main page is the Home Page which has the summary and links to all the things we have provided on our website. Our home page first consists of a navigation bar which has options (home, services, schemes and contact us).

Then in the next section it features the most important aspect of our website in the current situation and that is: BOOK COVID_19 VACCINATION SLOTS.

This feature helps you to check the availability of vaccines at your nearest health centre and also notify you the availability through email. We have created this feature by integrating the API's (APPLICATION PROGRAMMING INTERFACE)

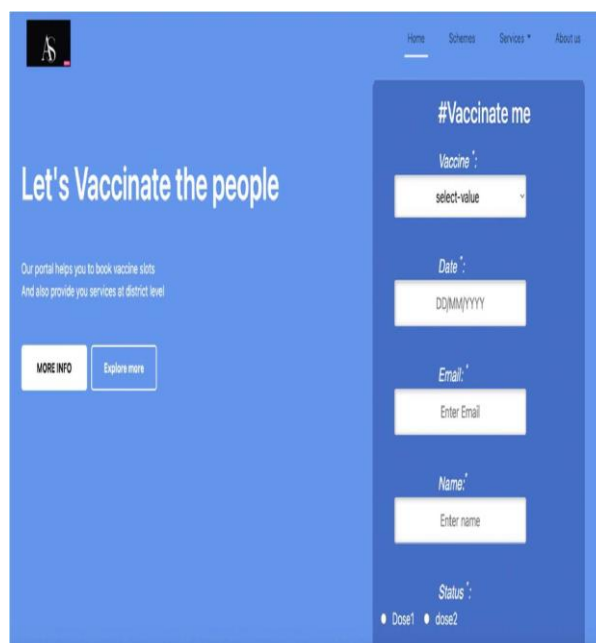
provided by the central government.

The user just has to enter his basic details in a form provided to it and he can use this.

After scrolling down, it shows all the basic services that are expected by a common man and are at the level of district such as: booking of adhaar card, voter id, view electricity bill, know about the government schemes, booking of passport appointment, need

information of municipality etc. By clicking on the service required, they are redirected to the direct portal of the booking. They now don't need to search independently for different government services.

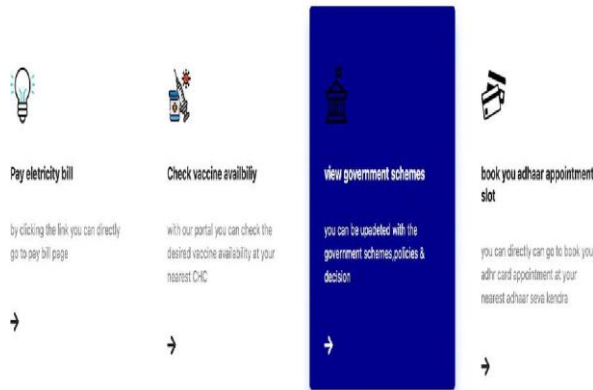
Here are the screenshots of the portal we have made and how it looks:





We provide a wide range of services

Let's make meentuzips life hassle free



RESULT

such a way that it has integrated all such facilities on a single platform. As we can see in fig1 that there are many portal like cowin ,national government services portal that provides different services independently which confuses the users and they have to toggle through different portals for just basic information whereas our portal provides you all the services in single portal which helps users to access in ease.

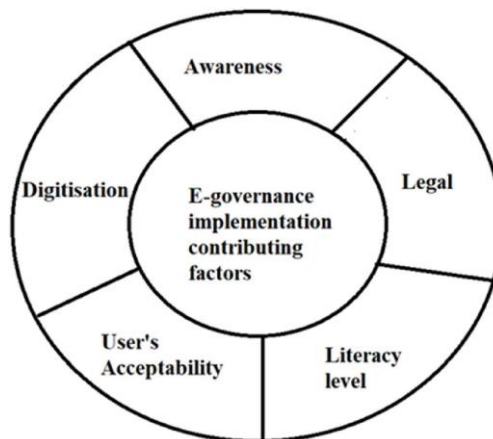


FIGURE 3: ANALYSIS

In fig4 we can see the impact of various factors on e-governance in small districts as they help them to move towards digitalization. They help in increasing the literacy level and create an ample amount of job opportunities. Our website has helped many citizens across the district to easily access their basic government services and also can easily get information about the vaccination centers of covid and also can book their appointment. Our study helps to increase the e-governance efficiency at the district level and helps India in digitizing the people more and more.

Here is a screenshot of how we notify our users and send them information on their respective email.



	COWIN	Meerut Nagar Nigam	National Government services portal	D-Services
Covid vaccination	✓			✓
Pay electricity bill		✓	✓	✓
Book Aadhar appointment			✓	✓
Know about government schemes		✓		✓
notification of vaccine availability				✓

FIGURE 2: COMPARATIVE STUDY

As we can see, there are various portals available online but none has the ability to provide all the information and functionalities together. Our website is being developed in

Hello Srishti,
You got a new message from District Health Services:

Name:	Address:	State:	District:	Vaccine:	available_capacity_dose1:	available_capacity_dose2:
CHC Parikshit Garh Session 1	WALKING ALSO AVAILABLE CHC Parikshit Garh	Uttar Pradesh	Meerut	COVAXIN	200	100
UPHC MALVANA	WALKING ALSO AVAILABLE Bokhryani Colony, Nohiyane	Uttar Pradesh	Meerut	COVAXIN	89	0
CHC Sardhana Session 1	WALKING ALSO AVAILABLE Sardhana	Uttar Pradesh	Meerut	COVAXIN	200	150
UPHC LAKHIPURA	WALKING ALSO AVAILABLE LAKHIPURA	Uttar Pradesh	Meerut	COVAXIN	150	100
PHC DABATHUA	CHC Sonarpur	Uttar Pradesh	Meerut	COVAXIN	120	120
UPHC RAJENDRA NAGAR	WALKING ALSO AVAILABLE SHASTRI NAGAR SEC 9	Uttar Pradesh	Meerut	COVAXIN	148	100
UPHC POLICE LINE	WALKING ALSO AVAILABLE Police Line UHC	Uttar Pradesh	Meerut	COVAXIN	200	99
CHC MACHHRA	WALKING ALSO AVAILABLE CHC MACHHRA	Uttar Pradesh	Meerut	COVAXIN	89	0
P.S CHANDRALOK COLONY	WALKING ALSO AVAILABLE UPHC LALLAPURA	Uttar Pradesh	Meerut	COVAXIN	150	100
PHC BEHSUMA	WALKING ALSO AVAILABLE PHC BEHSUMA	Uttar Pradesh	Meerut	COVAXIN	88	0
UPHC ABDULLANPUR	WALKING ALSO AVAILABLE Abdullapur Meerut	Uttar Pradesh	Meerut	COVAXIN	57	0
UPHC SARDHANA	WALKING ALSO AVAILABLE UPHC SARDHANA	Uttar Pradesh	Meerut	COVAXIN	150	100
UPHC MAKBRA DIGGI F	WALKING ALSO AVAILABLE NEAR UPHC MAKBRA DIGGI	Uttar Pradesh	Meerut	COVAXIN	60	0
UPHC SHAKDOOR NAGAR 5	WALKING ALSO AVAILABLE SHOOMIYA PULL	Uttar Pradesh	Meerut	COVAXIN	80	0
UPHC SANJAY NAGAR A	WALKING ALSO AVAILABLE UPHC SANJAY NAGAR	Uttar Pradesh	Meerut	COVAXIN	200	200

**DISCUSSION**

This paper is a step to take a study of current scenarios and research undertaken in the area of e-governance. It has both practical and theoretical contributions. The study showed that there are numerous supporting factors for implementation of e-governance but they require a lot of attention and improvement. There is a requirement of more research work at deeper levels. For successful implementation of government services, a lot of work needs to be done at sublevels to make sure that facilities provided by higher levels reach to all people. Our research is limited to a single district and hence, it has shown that there must be many more districts that require similar help and face such difficulties. The ease of use and attitude of consumers requires more focus to increase e-participation. Research needs to be done on responsibilities and authority of the government to manage the growth effectively.

CONCLUSION

It has been observed that the E-district is helping out citizens to get government services any time and faster delivery than the previous manual process. However, there is a need to make e-district services provided by the government to be more user friendly to encourage more common citizens to apply online. This can be done by incorporating user friendly features like smooth document upload, flawless data entry provision, all time portal availability, proper user guideline etc. since most of the government services are now available online on the internet but in a very cluttered way. So there should be one portal from where a common man can access all the services in a hassle free manner and book essential services from there only and also can get to know about the latest government schemes also. and our web portal provides that information and for this only we are publishing our work.

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