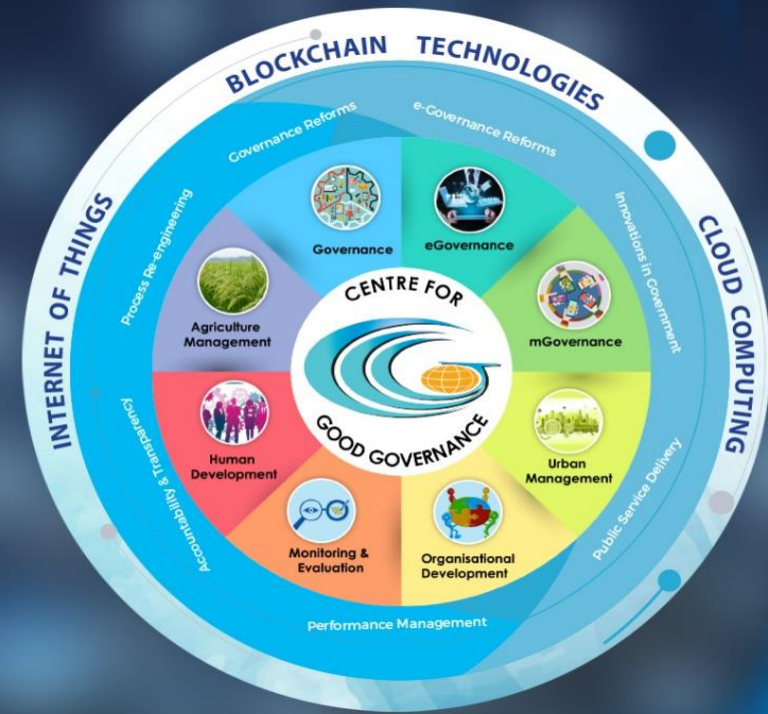


# Case Study on Change Management Comprehensive Registration of Pesticides (CROP)



**Enabling Systems for Improved  
Service Delivery**

# PRESENTATION STRUCTURE

1

- About CROP

2

- Project Background

3

- New Processes in CROP

4

- Change Management Process

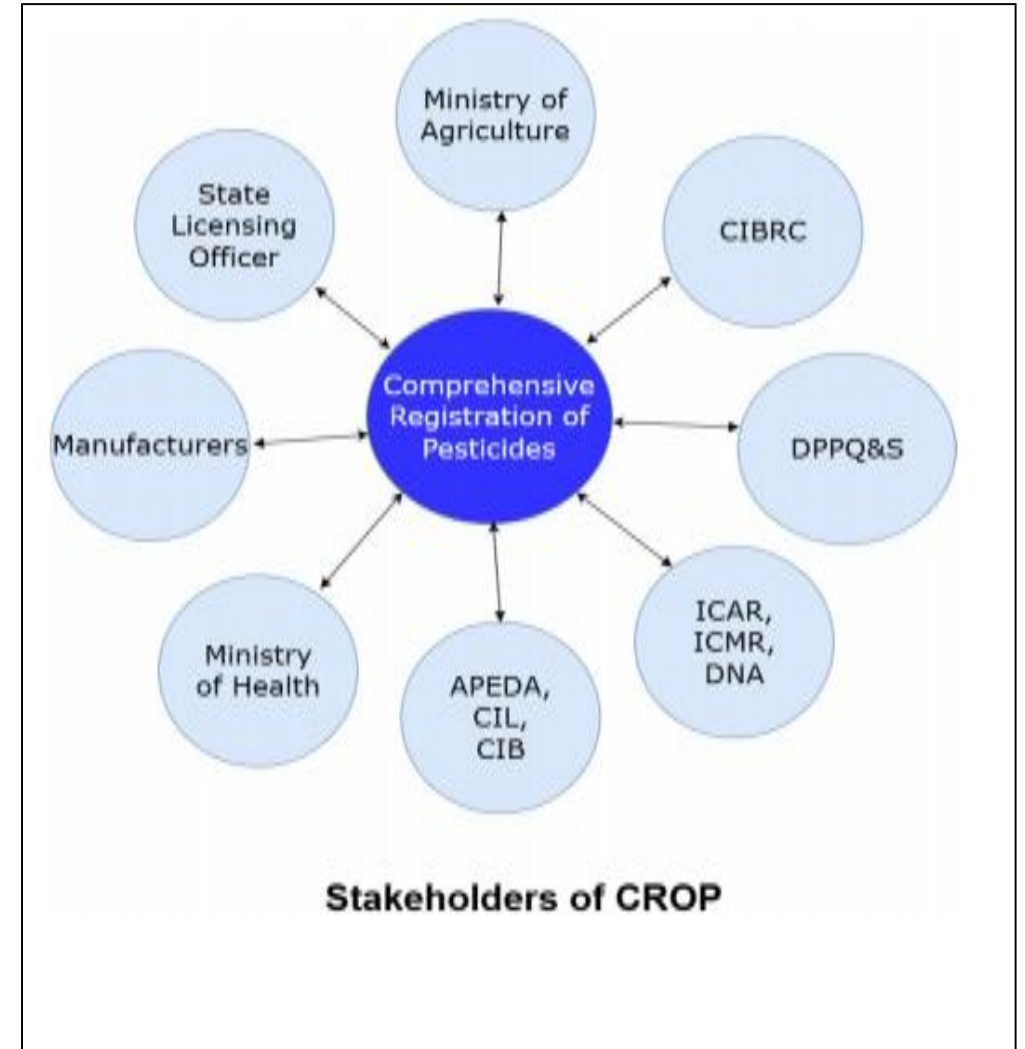
5

- Lessons Learnt

# COMPREHENSIVE REGISTRATION OF PESTICIDES(CROP)

**CROP is an Integrated Web based e-Governance Solution developed for Directorate of Plant Protection, Quarantine & Storage(DPPQ&S), Ministry of Agriculture and Farmers Welfare, GOI for Registration of Pesticides which allows**

- Online submission of registration of pesticides applications
- Scrutiny by Central Insecticide Board and Registration Committee (CIB&RC) officials, Issue of Registration Certificates with Digital Signature
- Tracking and monitoring of application status with alerts
- CROP has integrations with all the Stakeholders for seamless work processes.



# PROJECT BACKGROUND

1. MOU is signed on on 11<sup>th</sup> January 2021
2. SRS is approved on 3<sup>rd</sup> August 2021
3. Wireframes were designed and shared to the department
4. Project Status updated to the Stakeholders from time to time
5. After the project modules were given for UAT in Jan 2022, then all the stakeholders have come up with actual requirements during testing
6. Data Dump for Legacy Data Migration was asked several times to Department/NIC from initiation. CGG received data dump on 9<sup>th</sup> Mar 2022

# CROP: EXISTING CHALLENGES AND PROPOSED SOLUTION

## Existing Challenges in CROP

- System not stable ,consistent and integrated with external systems &stakeholders.
- Old technology platform with manual interventions
- Absence of security features & Security Audits
- Issues in the scalability and data storage
- Absence of real time Dashboard for monitoring pesticide wise manufacturers /exporters/importers
- No Alerts(Email/SMS) on time bound activities to the stakeholders

## Proposed CROP

- System is stable, consistent and Integrated with external Systems such as ICAR, ICMR, Health (FSSAI), CIL
- Development on the Latest Technologies, Platforms and Standards with scalability and enhanced data storage facilities
- Inbuilt Security features with digital signatures and periodic Security Audits
- MIS reports at various levels will strengthen the officials for continuous monitoring.
- Real time Dashboard to Ministry & CIB&RC for monitoring pesticide wise- pesticide manufacturers /exporters/importers
- SMS & email alerts for time bound activities



# CROP – SALIENT FEATURES-BUSINESS PROCESS REENGINEERING

- Online end to end application for pesticide registration and certificate issuance

- Integrated with external stakeholders ICAR, ICMR, Health (FSSAI), CIL etc. and Bharatkosh e-Payment Gateway for speedy service

- User friendly application for Experts for noting observations and task allocation to their teams

- Online application for Grievances

- Reduces manual process inefficiencies, redundancies, duplicate efforts, manual interventions & physical touch points

- Efficient delivery of services to stakeholders

- Decision Support System through MIS Reports, Dashboards, and Data Analytics for monitoring at all levels

- SMS & email alerts

- Seamless modules with workflows without manual interventions

- Enhanced transparency , accountability & responsiveness builds trust in Government

- Convenience as all processes to be through online system including payments, document upload and certificate download

- No intermediaries will be involved

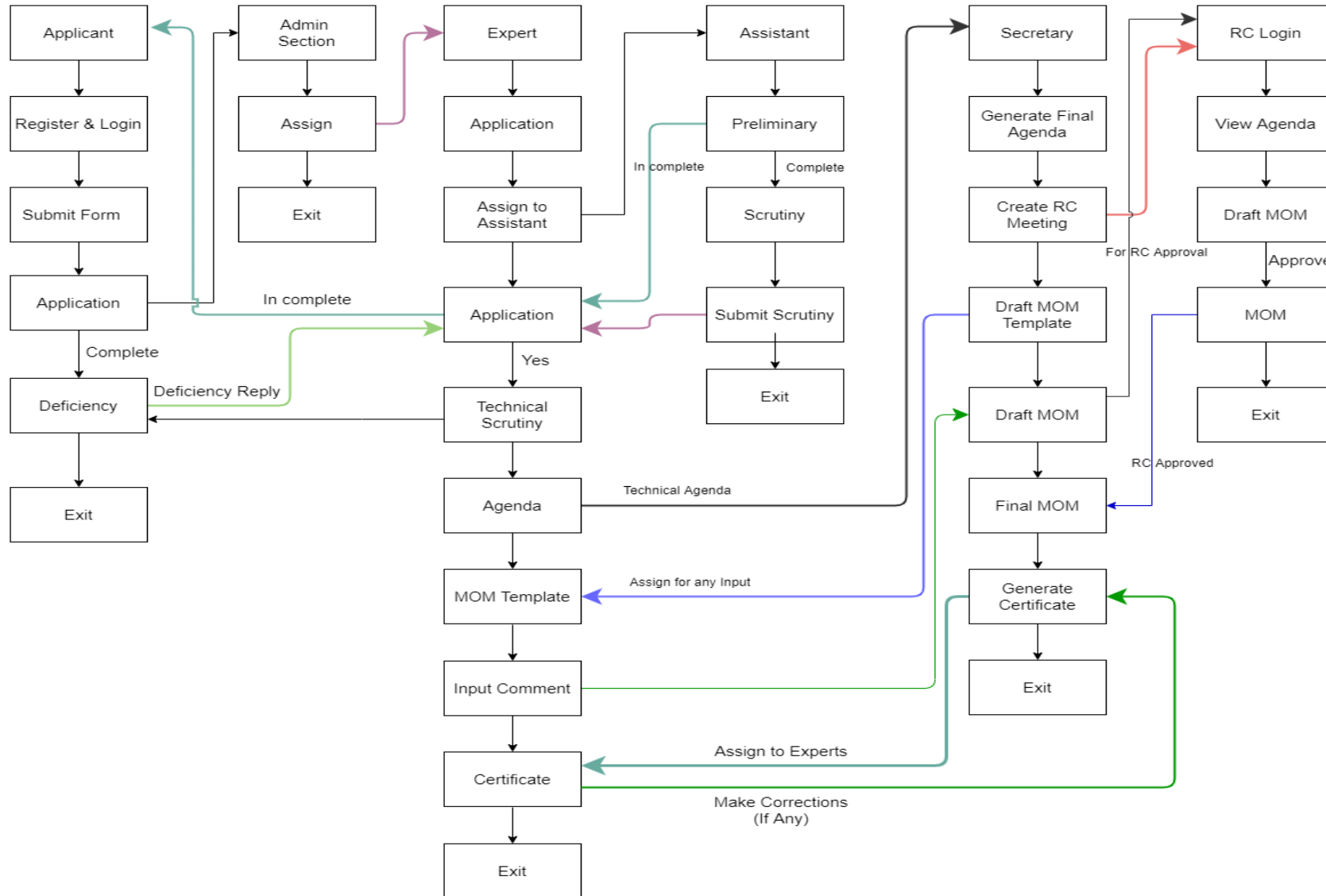
- Process Re-engineered system with efficiency

- Responsiveness of the Department

- Development on the Latest Technologies ,Platforms and Standards with scalability and enhanced data storage facilities

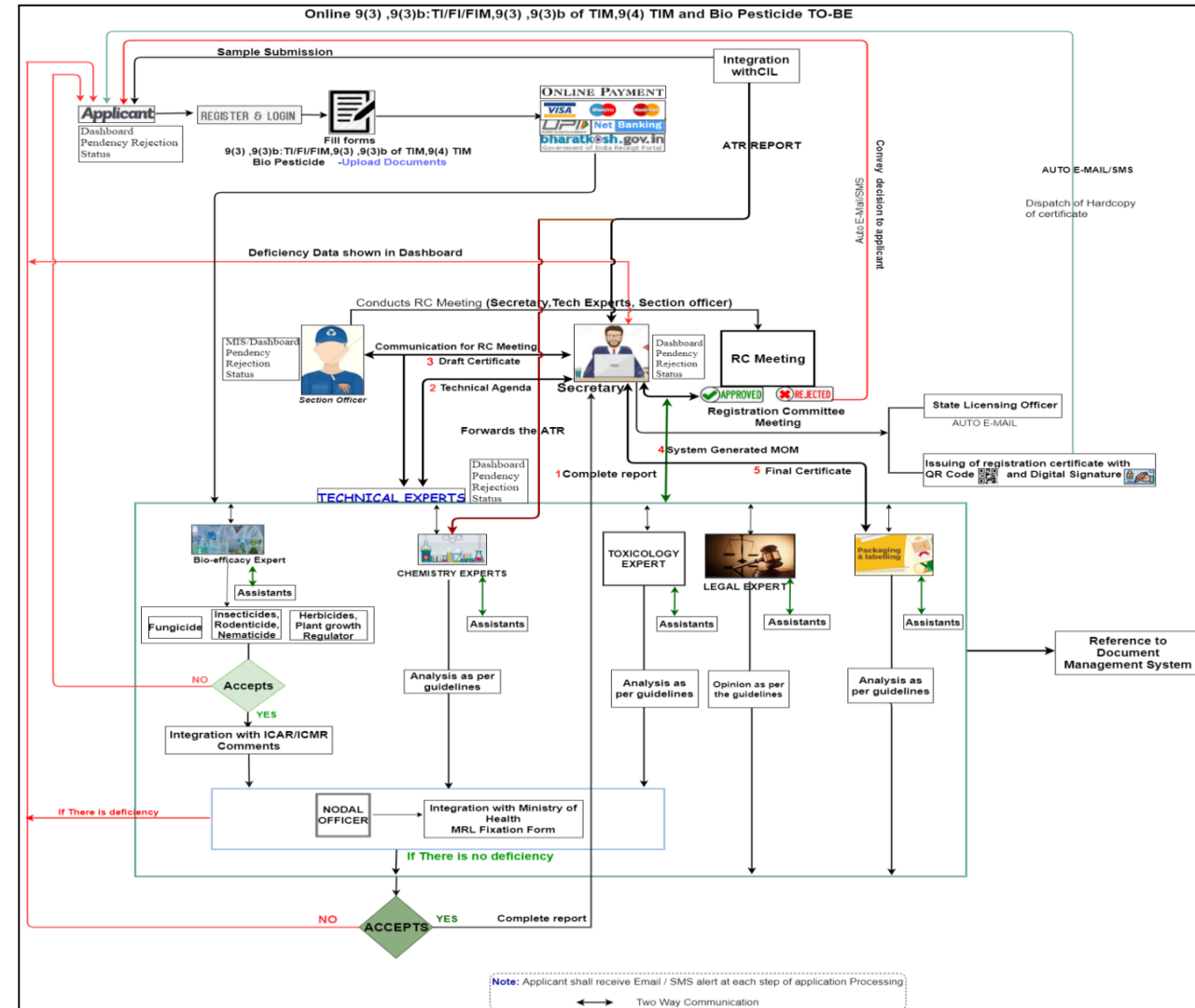
- Inbuilt Security features with digital signatures and periodic Security Audits

# APPLICATION FLOW



# ELIMINATION OF MANUAL PROCESSES

1. In earlier CROP application, when the application is submitted, it will go to Scrutiny Officer.
2. In the NEW CROP, this process is eliminated and the scrutiny validation is performed in the Applicant login itself.
3. The redundant process is eliminated
4. All the Stakeholders email communication which used to happen in the earlier CROP is totally eliminated
5. As all the Deficiency /Query/Response happens in the Application itself in the respective Logins
6. And Secretary can view the status related to the communication at any point of time





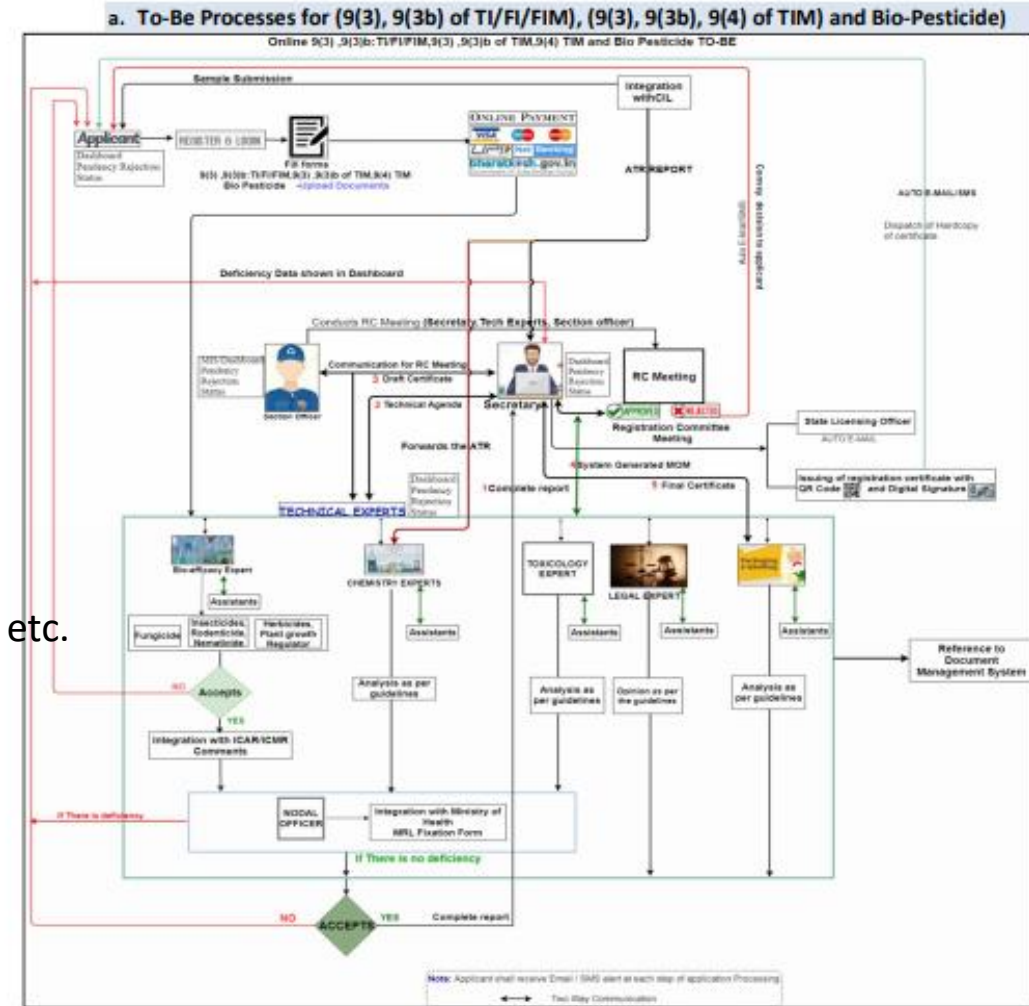
# SCOPE OF WORK

## Key Features:

Online application for registration of pesticides and issue of certificates for

- 9(3) [Regular Registration] A new molecule
- 9(3b) [Provisional Registration]
- 9(4) TIM (Technical Indigenous Manufacture), TI (Technical Import) [Repeat Registration]
- 9(4) FI, FIM (Formulation Import, Formulation Indigenous Manufacture.)
- Export Product by domestic producers for foreign consumers
- Bio-pesticides
- Endorsements
- RTT [Sample Importing Registration]
- Linkages with external stakeholders ICAR, ICMR, Health (FSSAI), CIL ,Bharatkosh etc.
- Technical support for the migration of legacy data.
- User friendly application for Technical Experts, reference of documents, etc.
- Online application for grievances
- Issue of Digital Certificates
- Decision making through Dashboards and Tableau/MIS Reports,

SMS & email alerts



Sample process flow of one service

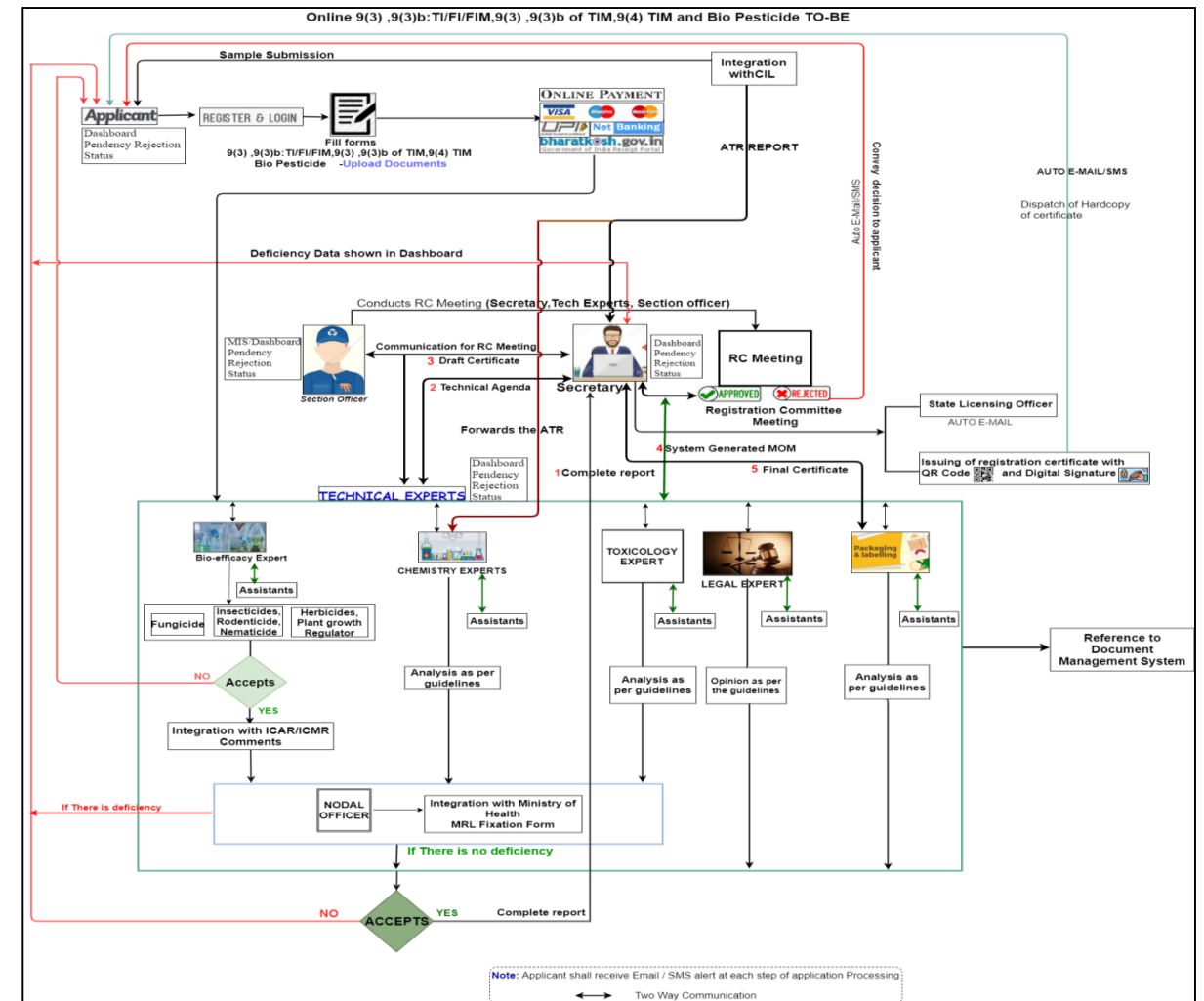
# CROP: KEY MODULES, PROCESS FLOWS & MEASURABLE OUTCOMES

## Key Modules

- Registration of Pesticides in 9(3) [Regular Registration] A new molecule ,9(3b) [Provisional Registration,9(4) TIM (Technical Indigenous Manufacture), TI (Technical Import) [Repeat Registration], 9(4) FI, FIM (Formulation Import, Formulation Indigenous Manufacture.) ,
- Export Product by domestic producers for foreign consumers ,Bio-pesticides, Endorsements ,RTT [Sample Importing Registration]
- New modules & services such as fast track exports, Form E(under RTT), Free Sale Certificate, Import permit for dual use including Biocides etc

## Measurable Outcomes

- Process Re-engineered services as per the EODB requirements
- Seamless modules with workflows with out any manual interventions
- Secure issuance of certificates and permits
- Decision Support System through Dashboards, Tableau Reports and Data Analytics
- Efficient System with enhance transparency , accountability & responsiveness



# CLIENT APPROACH

1. Clients themselves are not clear about the requirements
2. Based on the initial requirements, Wireframes will be designed and shared to them
3. Product will be developed and given for UAT as per the approved SRS
4. Client will get clarity when they go through the first cut
5. Then Client come with up with actual requirements like-
  - The work flow should be different and the process should be changed
  - Changes in Validations
  - Format Changes-Certificates/Reports
  - Addition of New Processes
  - Addition/Deletion of fields

# CHANGE MANAGEMENT IN E-GOVERNANCE

1. In e-Governance Projects, New Processes could be different from existing Processes in Business Process Re-engineering
2. New Processes could be less and more effective rather than copy of Existing Processes
3. Awareness to Client at individual and organization level through brainstorming sessions
4. Involvement of all the Stakeholders during the entire project life cycle along with communication of clear roles and responsibilities at all the stages of the project.
5. Development Cycle processes evolves over a period of time
6. Change Management w.r.t People and Organization
7. Manual Processes are Time consuming and susceptible to corruption also
8. Automation of Manual Processes
9. What is required/What is not required for Automation
10. Grievance Module must in Applications

# CROP -BUSINESS PROCESS REENGINEERING

- 1.It is not replica of old CROP Application (A is not equal to B)
- 2.The New CROP is developed on latest technology
- 3.The redundant processes are eliminated
- 4.Manual Interventions are eliminated
- 5.New Online Processes are added
- 6.System is Contactless and Cashless as per Digital India guidelines.

# MAJOR CHANGES GIVEN IN UAT- DEVIATION FROM SRS

- 1.As per SRS, the application should be auto allotted to the concerned in FIFO Order. But client is asking for manual allotment as they want to assign the applications to specific users
- 2.As per SRS, the experts will assign to Assistant mandatorily. But Assistant assignment should be optional
- 3.Major changes in Certificate Formats/Label Leaflet Formats.
4. Import Permit module to be taken up separately
- 5.Digital Signature on Label/Leaflet
- 6.Work flow changes in Core Modules/Integration Modules



# MODULES FEATURES IN NEW CROP

SL.NO	Module Name	Existing CROP	New CROP
1	CIL	The entire process is manual. In existing CROP, CIL will send the hard copy of report to CIB&RC	CIL will login and submit the ATR report and same will shared automatically to experts within the system
2	ICMR	Process is mail dependent and experts & ICMR personal communicating through emails.	Experts can send the query to ICMR within the system and same will be replied within system by ICMR in their login.
3	ICAR	Process is mail dependent and experts & ICAR personal communicating through emails.	Experts can send the query to ICAR within the system and same will be replied within system by ICAR in their login.
4	FSSAI	The entire process is mail dependent, experts & FSSAI shared the data through email system.	Experts send MRL online and FSSAI submit the MRL report and same will share automatically to experts within the system
5	SLO	No Such integration with SLO in existing CROP	SLO will login and see the Final Certificate
6	Technical Agenda	Experts prepared agenda & department complies and merge the agenda manually	Experts/users have pre-defined agenda template & they can upload the supporting documents within the system and submit their technical agenda.

# MODULES FEATURES IN NEW CROP


SL.NO	Module Name	Existing CROP	New CROP
7	Final Agenda	In current system, final agenda compiles and merge manually by department and agenda is merges into multiple volume	In new CROP, system will compile all experts' technical agendas and generate final agenda into single volume.
8	Internal Query System	Currently no such provision in current system	In new CROP system, one expert can communicate with other experts within the system by using query system & share the relevant documents.
9	RC Login	No RC login in existing CROP, agenda shared through email or hard files.	In RC login, members can view the current agenda as well as previous agenda also they can view/ modify the draft MOM online.
10	MOM	Currently MOM is prepared manually and Managing status of application is not in current and tracing them as per RC's decision is cumbersome & manual.	In new CROP, MOM will be auto generated by system after RC meeting and option of input comments & select the status (Approved/Rejected/Closed/Deferred) for each application.
11	Certificate	In current application, section official prepare the certificate manually by typing on CROP at DCR & FCR stage.	In new CROP, certificate will be generated automatically and Provision to edit the information as per RC's decision in certificate before final approval of Secretary.
12	Notifications	In current application, applicants get few notifications from the system by email.	Notifications will send on each stage from scrutiny to certificate generation to applicants in the form of SMS

# MODULES FEATURES IN NEW CROP

SL.NO	Module Name	Existing CROP	New CROP
13	Detailed Dashboard	In current system, dashboard has inherent problem in providing the correct information regarding pendency, application status etc.	In new CROP, detailed MIS reports will facilitate correct & elaborate status of application. Also, department may generate the report on different categories & parameters. <ul style="list-style-type: none"> <li>o Application Wise</li> <li>o Category Wise</li> <li>o Experts Wise</li> <li>o RC meeting</li> <li>o MOM ( Minutes of meeting )</li> <li>o Molecule Wise</li> <li>o Applicant wise</li> </ul>
14	UI Improvements / Performance	In current CROP, users are facing issues in navigate in the application.	In new CROP system, it is easy to navigate from one module to other module as it is convenient to users. The performance of uploading/accessing of data is efficient
15	Application Form Updating / Preliminary Scrutiny	In current CROP application several modules in export category were lacking and validation are not proper.	In new CROP applications, we have included those missing fields i.e. important for scrutiny process and Preliminary scrutiny module has been modified and it is automated based upon guidelines.

# CHANGE REQUEST FORM

Clients have to fill the Change Request Form

Centre for Good Governance	 <b>CENTRE FOR GOOD GOVERNANCE</b> Knowledge • Technology • People	E-Gov - 014 V2.0
Project Change Request Log		W. E. F. 09/04/2020

## Project Change Request Log

S. No.	Description of Change	Change Raised by	Raised Date	Change Type	Impacted SRS IDs	Approved by CCB	Effort (Hr.)	Current Status	Target Date	Responsible	Remarks

# LESSONS LEARNT

1. It is mandatory to involve all the stakeholders during requirements study
2. Once the SRS is prepared and shared to the department, work shop needs to be conducted to explain the documented requirements in detail to all the Stakeholders
3. Though Wireframes are prepared, Client is not able to get the understanding thoroughly. Instead of Wireframes, if UI screens are developed and shared to them along with Master data population and basic validations that will give better understanding of the flow
4. Module wise Flow needs to be explained elaborately
5. More focus on Integration with External Systems

# Thank You



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Fax: +91 40 2354 1953

Email: [email : info@cgg.gov.in](mailto:info@cgg.gov.in)

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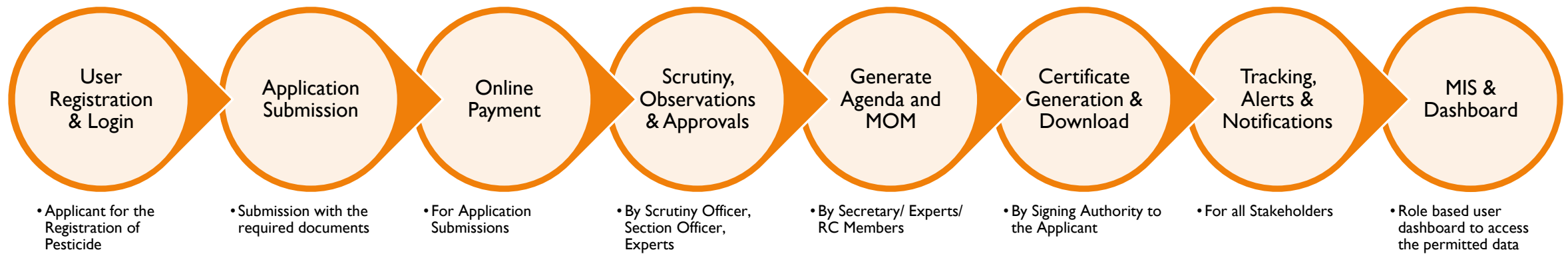
Email: [email : info@cgg.gov.in](mailto:info@cgg.gov.in)



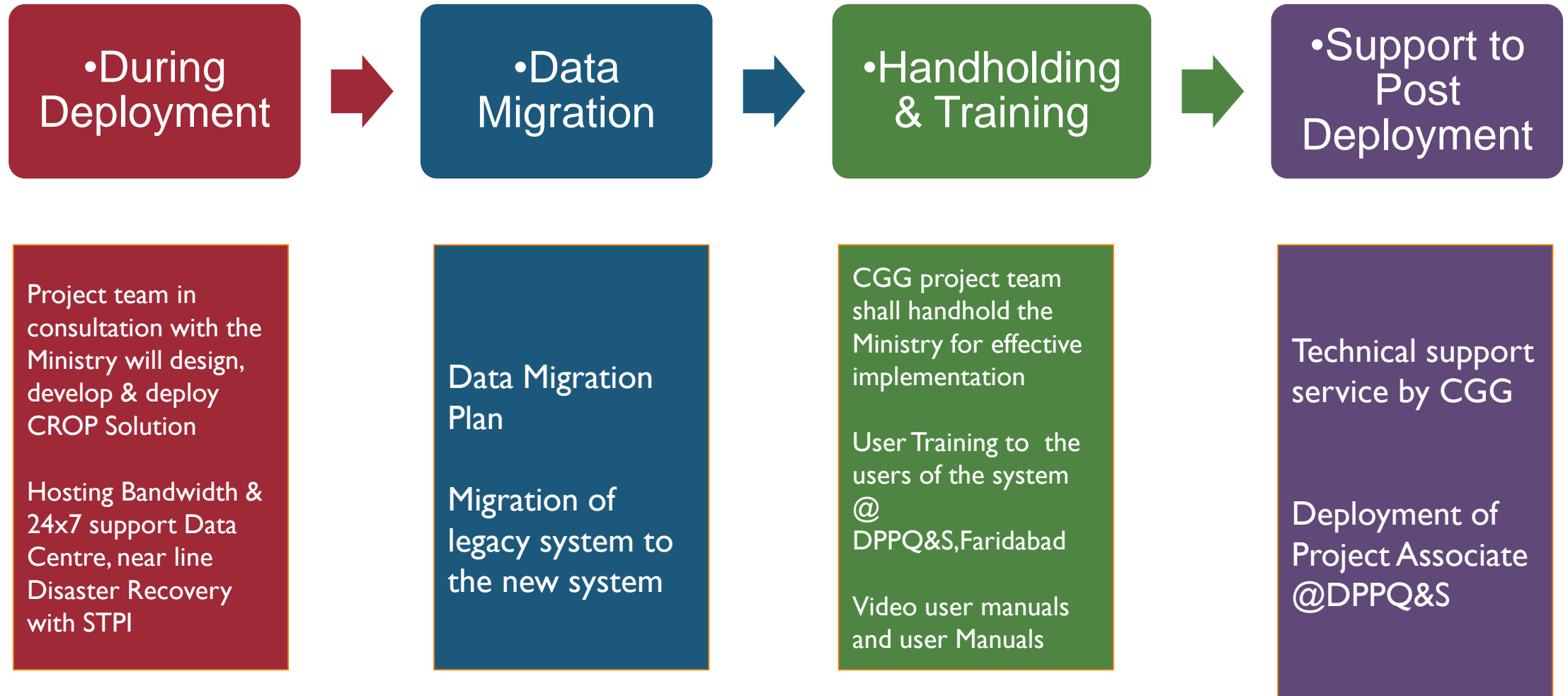
# CROP – MODULES



# SYSTEM WORKFLOW - CROP



# SUPPORT TO USER MINISTRY/ DEPARTMENT



# DESIRED BENEFITS

## Benefits to End Users

- No physical touch points
- Convenience as all the processes will be through online system including e-payments and upload of documents as well as download of certificates
- No intermediaries will be involved
- Corruption free System


## Benefits to Ministry/DPPQ&S

- Implementation of EODB related guidelines & Process reforms
- Process Re-engineered system with efficiency
- Decision Support system for quick decision making
- Transparency and Trust in Government
- Responsiveness of the Department

# DASHBOARDS

Dashboards are available for each Login.  
Sample Dashboard of Secretary Login

[A-](#) [A](#) [A+](#)



## COMPREHENSIVE REGISTRATION OF PESTICIDES - CROP

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[Home](#) [View Applications](#) [Assign Grievance](#) [Query](#) [Generate Other Agenda](#) [RC Meeting](#) [View Certificate](#) [Deficiency With NoReply](#) [Logout](#)

Application Type \*      Section \*      Category \*

Form1 ▼

9(3) ▼

B/F ▼

Search

Total Number  
of  
Applications.

100

Total No of under  
scrutiny  
Applications.

25

Total No of  
Rejected  
Applications.

2

Total No of  
Approved  
Applications.

73

Total No of  
Completed Agenda  
Applications.

45

Total No of  
Completed MOM  
Applications.

32

Total No of Certificate  
Generated  
Applications.

27

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### Comprehensive Registration of Pesticides

#### Vision

To establish an Interoperable Comprehensive registration of pesticides that enhances efficiency in transactions, effectiveness in control, transparency in operations, accountability in all teams, sustainability in the long run and convenience to all the stakeholders.

**137958**

Applications Assigned Online

**78984**

Certificates Issued

**809**

Pesticides Registered

**972**

Insecticides in Schedule

**6578**

Registered Companies

### ABOUT CROP

The broad objectives of the CROP is envisaged to be an advanced IT solution developed on modern Technical Platforms and practices and deployed on advanced technical infrastructure. The existing government processes have to be reengineered in close consultation with the Ministry of Agriculture in order to achieve the desired benefits to improve the service delivery through integrated IT Solution for Comprehensive Registration of Pesticides with the following objectives:

- To develop a real-time, user friendly IT Solution without any manual intervention
- To integrate with all the stakeholders in the system for efficiency.
- To develop Dashboard at various levels of hierarchies for speedy delivery of services
- MIS Reports based on the day to day requirements of the Ministry, Department, CIBRC, and other stakeholders of the system

**What's New**

- Government Orders and instructions.Click here.
- District Level Nodal Officers on Wage and Migrant workers complaints.Click here.
- Control Center at state level and helpline.Click here.
- Registration certificates under T.S.Shops & Establishment Act are now issued immediately.
- Registration certificates under T.S.Shops & Establishment Act are now issued immediately.
- Renewal of Registration certificate under Shops & Establishment Act is dispensed with, however Annual fee need to be paid and acknowledgment to be obtained online for continued validity of Registration certificate.
- Revised Integrated return is made available.

Directorate of Plant Protection, Quarantine and Storage, Plant Protection Division, Department of Agriculture & Farmers Welfare, Ministry of Agriculture & Farmers Welfare, Government of India

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Experts Login Secretary Login Admin Login Section Officer Login CIBRC Admin Login RC Member Login

### EXPERTS LOGIN

User Name

Password

Expert Type

[Forgot Password](#)

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Home Form C Inclusion Endorsement Query Allotment/Approval Masters View Certificate Grievance Experts MOM Edit Certificate Logout

### FORM1 APPLICATIONS

Show 50 entries Search: [ ]

S.No	Application No	Applicant Id	Company Name	Product Name	Section Id	Category Id	Assistant Name	Appl Submitted Date	Technical Scrutiny	Generate Agenda
1	600-B/F/9(3)2022		Mayank and sons	biuhki	9(3)	B/F	Bioefficacy1Asst1	24/03/2022	View Scrutiny	Agenda Completed
2	634-TI/9(4)2022	Test 123K2022	Test Company Name March 22	Test Pest Common Name	9(4)	TI	Bioefficacy1Asst1	20/03/2022	View Scrutiny	Agenda Completed
3	622-F/9(3)2022		SrikanthCompany	Captan	9(3)	F	Bioefficacy1Asst1	10/03/2022	View Scrutiny	Agenda Completed
4	619-FI/9(3)2022	Test 123K2022	Test Company Name March 22	Test Pest Common Name	9(3)	FI	Bioefficacy1Asst1	10/03/2022	View Scrutiny	Agenda Completed
5	619-FI/9(3)2022	Test 123K2022	Test Company Name March 22	Test Pest Common Name	9(3)	FI	Bioefficacy1Asst1	10/03/2022	View Scrutiny	Agenda Completed
6	619-FI/9(3)2022	Test 123K2022	Test Company Name March 22	Test Pest Common Name	9(3)	FI	Bioefficacy1Asst1	10/03/2022	View Scrutiny	Agenda Completed
7	616-TIM/9(4)2022	Srika345J2022	SrikanthCompany1	test	9(4)	TIM	Bioefficacy1Asst1	07/03/2022	Scrutiny	
8	432-FI/9(3)2021		vbn	sadsad	9(3)	FI	Bioefficacy1Asst1	01/11/2021	Scrutiny	
9	375-FI/9(3)2021		TCompany Name	Pesticide	9(3)	FI	Bioefficacy1Asst1	04/10/2021	View Scrutiny	Agenda Completed
10	375-FI/9(3)2021		TCompany Name	Pesticide	9(3)	FI	Bioefficacy1Asst2	04/10/2021	View Scrutiny	Agenda Completed

Showing 1 to 10 of 10 entries First Previous 1 Next Last

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### LOGIN

User Name

Enter Password

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### USER REGISTRATION

#### User Registration Form

**PERSONAL DETAILS**

Title \* First Name \* Middle Name

Mr

Last Name \* Contact Number \* Email \*

Directorate of Plant Protection, Quarantine and Storage, Plant Protection Division, Department of Agriculture & Farmers Welfare, Ministry of Agriculture & Farmers Welfare, Government of India

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### VIEW CERTIFICATE

Form1  FormC  Endorsement

#	Application No	Applicant Name	Applicant Email_Id	Company Name	Certificate Generate Date	View Certificate
1	RTT-144	Shabarish M cgg	shabarish.m@cgg.gov.in	vbn	25/01/2022	Download Certificate
2	RTT-104	Naresh Singu	nar2naresh@gmail.com	MRTPProperishpNaresh	22/01/2022	Download Certificate
3	RTT-104	Naresh Singu	nar2naresh@gmail.com	MRTPProperishpNaresh	22/01/2022	Download Certificate
4	RTT-75	Shabarish M cgg	shabarish.m@cgg.gov.in	vbn	21/01/2022	Download Certificate

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