

TITLE: West Bengal Dept. of IT&E has won the coveted National eGovernance Gold Award 2023 for SUVIDHA Vehicle Facilitation System. (<https://suidha.wb.gov.in>)

West Bengal IT&E Department has won the coveted National eGovernance Gold Award 2023 under the Category-I "Government Process Re-engineering for Digital Transformation" for SUVIDHA, an online application bringing ease of doing business for the cross-country commercial traffic movement through various land ports between India and Bangladesh.

The National Awards for e-Governance is given every year by the Ministry of Electronics & Information Technology, Govt of India, for exemplary implementation of e-Governance initiatives chosen from across all Indian states & union territories to recognise and promote excellence in implementation of e-Governance initiatives. An award of Rs. 10Lakh is given to the winners.

The problem of unstructured and manual queue management for the exportation by road at various BCPs/ICPs on Indo-Bangladesh border results in chaos and several malpractices. There is a backlog of huge number of trucks waiting for long time (e.g., 30 to 40 days waiting period) to cross the border.

Government of West Bengal started Suidha Vehicles Facilitation System for quick clearance and smooth movement of vehicles at various Integrated Check Post (ICPs) of West Bengal.

Once registered with this portal, all sorts of facilitations for smooth movement and clearances with concerned agencies are ensured in a time bound manner. In case of any issue faced by the User, a round the clock Control Room with a Dedicated Helpline has been opened to address and provide quick redressal of the issues. Currently Suidha is running at ICP (Integrated Check Post) Petrapole, ICP (Integrated Check Post) Ghosadanga, ICP (Integrated Check Post) Mahadipur, ICP (Integrated Check Post) Hili, ICP (Integrated Check Post) Changrabandha and ICP (Integrated Check Post) Fulbari.

Following are processes that were re-engineered:

- Slot Booking Process: Earlier, to receive a serial for the movement of vehicle, the vehicle was first required to be present physically in the parking area near customs notified zone on a first come, first served basis. After the implementation of Suidha, this process is re-engineered by using online slot booking.
- Document Verification Process: Previously, Serial slip, Driving License and other relevant documents were physically required for the entry of vehicles into the Customs Notified Area for export. At present, this process is re-engineered by using Suidha dashboards for LPAI, BSF, etc. Now details of validity of Vehicle Registration and Driving License of drivers are directly fetched from centralized Vahan and Sarathi database.
- Notification Process: The previous manual system lacked a notification system. Now a new feature is added into the Suidha vehicle facilitation system where, SMSs notification are being sent to the Exporters, Customs House Agents (CHA) and Drivers after completion of each and every stage of operation inside ICP/LCS (Land Custom Station) till returning of the empty truck from Bangladesh.

Results Achieved and Impacts:

- No Detention period, zero waiting period, overhead cost on transportation of trucks reduced.
- A big relief to drivers, exporters and CHAs as Suidha providing certainty of exports.
- Exporters are now able to maintain their commitments to the importers, exporters are now able to operate their business in pre-planned way saving substantial money.

- Capital blockage due to waiting of vehicles minimized which improved cash flow of business.
- Cargo truck clearance time reduced to 12 hrs compared to 115 hrs inside LPAI (Land Port Authority of India) premise, zero waiting outside compared to 45 days earlier. Transporters, vehicle owners and drivers are now getting multiple trips in a month. Custom House Agents (CHAs) getting more consignments. **This huge amount of time saved with every step being time bound, is the MAJOR achievement of this mechanism.**
- Traffic Management around the custom notified areas has improved considerably.
- Buyers are also happy as cost of goods reduced significantly **contributed by the ease of doing business.**
- All payments including parking fee collected online are one time Facilitation fee and no further transaction **is required** anywhere else in the **scheme of things.**