

Process Documentation for Project PURE

Storyline...

The client is a Bangalore based Non-Profit Organization (NGO) that works with citizens and the government to improve the quality of life in Indian cities and towns. It works with the Central and several State Election Commissions to introduce reforms in the election process in India.

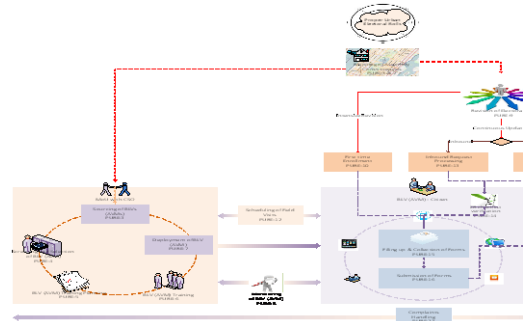
One such initiative was Project PURE which involved streamlining the process of creation and maintenance of accurate electoral rolls. MaGC® (formerly NCRCL®) prepared the process documentation for Project PURE.

Once upon a time...

An important reason for low voter turnout in urban areas was the fact that the voter rolls were incomplete and inaccurate. In order to address this issue, Project PURE aimed at streamlining end-to-end all the processes from first time registration of a voter to regular updating of the voter list. Process documentation was the logical first step in this initiative. MaGC was engaged to create the process document for Project PURE.

Moving on...

The assignment required the team to first understand the existing process. This was done through a series of discussions with key persons on the field. In parallel, the task of understanding the policy framework was also taken up which involved going through the relevant Acts, Rules and Guidelines. With an understanding of the current processes and the inherent gaps, discussions were held at various levels with the State Election Commission to identify measures to address the gaps.



The suggestions were incorporated and a comprehensive process document was created by MaGC. The document contained process flowcharts covering the information flows and detailed narrative descriptions of each process. The documents involved in each process were also highlighted in the process document. Key activities which could be automated with the right IT solution were also identified.

Finally...

While on the one hand the process document served as an operational guide to the staff, on the other it provided the key functionality requirements that an IT solution must address. The process document explained the processes in different scenarios: with or without involvement of Civil Society Organizations. The process document was supplemented with a brief note on the IT enablement of key activities in order to bring in process efficiencies.

The process document was well appreciated by the client as well as the Election Commission. Implementation was initially taken up on a pilot basis in certain constituencies and was later scaled up.