

CASE STUDY:

Maintenance of DBT Portal for Department of Horticulture & Food Processing, Lucknow, Uttar Pradesh, India

Overview:

The Department of Horticulture & Food Processing, Lucknow, Uttar Pradesh, implemented a Direct Benefit Transfer (DBT) Portal to streamline the distribution of subsidies and benefits to farmers. The portal aimed to reduce corruption, ensure timely payments, and enhance transparency.

The maintenance and optimization of this portal were crucial to its success, ensuring it met the department's evolving needs and handled increasing user traffic efficiently.

Challenges:

<u>Challenges for the execution of successful Maintenance of DBT Portal for Horticulture Department, Lucknow, Uttar Pradesh:</u>

- Integrating new security measures and upgrading infrastructure required careful data migration, posing risks of data loss or corruption.
- Some users faced difficulties adapting to new features and the updated interface.
- Implementing robust authentication mechanisms to prevent unauthorized access.
- Maintenance with budget constraints was a continual challenge.

Technologies:

MS.NET, ASP.NET, MVC, MS-SQL Server Cloud Based Server, Selenium, etc.

Benefits Achieved:

- The portal achieved higher uptime, ensuring farmers could access services whenever needed, thus increasing user satisfaction.
- The portal successfully handled increased traffic, accommodating more users and transactions without performance degradation.
- Improved data protection measures minimized the risk of data breaches and ensured compliance with data privacy regulations.
- The reporting system provided clear insights into the distribution of subsidies and benefits, aiding in better governance and decisionmaking.
- Automated reminders and notifications ensured timely actions.

Requirements of the project:

- As the number of beneficiaries grew, the system needed to handle increased load without compromising performance.
- Efficient support systems were necessary to assist users with technical issues and queries.
- Given the sensitive nature of financial data and personal information, robust security measures were required.

Approach:

Approach for the execution of successful Maintenance of DBT Portal for Horticulture Department, Lucknow, Uttar Pradesh:

The solution involved maintaining DBT Portal, a web based application (as advised).

- Proper Assessment and Planning.
- Optimizing the database and application code
- Established a continuous monitoring system to track performance.
- Analyzing server capacity, software updates, and security vulnerabilities.
- Conducted training sessions with staff.



