eGovernance for Good Governance

eGovernance

Successful application in Government

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Presentation

• Vision
• Good Governance
• eGovernance in AP
VISION

To provide citizens services through Multiple channels in the most Efficient and Convenient manner by improving the way Government works, by Reengineering and technologically empowering Government Process

Reducing Monopoly and Physical Interface of Government and Increasing Convenience to citizen
Communication The Future

Citizen will like to Communicate rather than Commute
Good Governance through eGovernance
Good Governance – Service Perspective

A Government which Governs least and where citizen has convenient access to Government services with minimal physical Interface with it

Meeting aspirations of citizens and Improving Good Feel factor
eGovernance: Advantage

- Lower effective cost to citizen, high reliability,
- No deviations, No discretions, No subjectivity
- Faster processing, monitoring & decisions
- Effective, efficient & highly transparent
- Improved quality of service

e-Governance empowers the citizen
E – Governance

For:

- Information dissemination
  - Putting information in the hands of the citizens
- Reduced physical G2C interface
- Improved G2C interface
- Improved quality of citizen services
- Better law enforcement
- Transparency in process
- Reduction in effective cost to user
- Equal access to everybody
- G2C services on 24X7 basis

Citizen Centric Process Reengineering
Four Stages of eGovernance

- 1. Information
- 2. Interactive – One way
- 3. Transaction – Two way
- 4. Integration
Strategy for eGovernance

- Political vision – most critical
- IT infrastructure creation
- Create right social environment
  - Prepare citizens to adopt IT
- Leverage private sector initiative
  - PPP Model
- Draw big picture
  - Define thrust areas
Strategy for eGovernance

- **Human Resource Development**
  - Create pool of Pro IT leaders
  - Capacity building of staff
  - IT Wing in the departments

- **Develop IT Architecture**

- **Put in place Security Policy**

- **PKI – Digital Signature**
Government as perceived by citizens today

- Complex procedures and Hierarchy
- Lack of proper response
- Lack of accountability
- Lack of Transparency
- Lack of Reliability
- Long Queues
- Lack of trust

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Traditional structure of the Government Citizen Interface

[Diagram showing the traditional structure with Information System and Government Department connected to Citizens]
New structure of the Government IT Enabled Citizen Interface

Government Department

Information System

Citizens

Government Department

Information System
eServices Model

- Portal for:
  - Information services
  - Receive applications Online for services
  - Provide Services Online

- MeeSeva Centers for:
  - Payment of Taxes
  - Utility Bill Payments
  - Receive applications for services
  - Provide Services

- Department Counters
  - For all services

Choice for citizens
AP Initiatives in eServices
eServices

- Citizen data base- Caste Certificates
- Registration of documents – CARD
- Scholarship -SBMS
- Property Tax payment
- Birth and Death Certificates
- Driving License
- Vehicle Tax Payment
eServices

• eProcurement
• Tax Administration
  – eReturn, ePayment, eWaybill, eRegistration etc
• Government Orders on Internet
• Portal – Information services
MeeSeva Concept

Customer goes to different departments for different services…..

Conventional System

Customer goes to any counter in any center for any service……..

MeeSeva System

Customer goes to any counter in any center for any service……..

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MeeSeva Service Centre
MeeSeva: Ambience : The Change
MeeSeva: Benefits to Citizens

- More Service delivery points
  - Convenience and Reduced cost of travel and time
- Multiple Services available at one point
- Any service at any Centre in the city.
- Extended Service Delivery Hours
  - 8 AM to 8 PM
  - Open even on holidays for half day
- Improved ambience and reduced waiting time
- On line data updation in server
  - Timely and Correct accounting
- Improved interface between citizen and Government
Government Orders On Internet

- Automatic Uploading of GOs on Internet
  - Each and every GO on Internet
  - No discretion with staff
  - No delay in uploading
- Launched in February 2008
  - 2011: 46,566 GOs
  - 2012: 45,640 GOs
  - 2013: 31,827 GOs as on September 3, 2013
- GO on Internet as soon as it is issued
  - If GO is not uploaded on Internet, it can not be issued
- Bench mark in Transparency
- Proactive disclosure under RTI Act
- First in India
- http://goir.ap.gov.in
## GOs on Internet

Welcome to Government Order Issue Register - Internet Explorer

### Government of Andhra Pradesh

**Secretariat, Hyderabad.**

- **View GO**
- **View Gazette**
- **GoAP Portal**
- **On Line Transparent Office**
- **Help**

**Log Out**

Citizens can view GOs from February 2008 onwards.

**Search GO**

- **GO**
- **DEPARTMENT**
- **SECTION**
- **GO TYPE**
- **GO NO**
- **GO DATE From:**
  - 12032008 (DDMMYYYY)
  - To: 
    - (DDMMYYYY)
- **SEARCH TEXT**

No field is mandatory. However, select at least one search parameter(s) for fast search and click Search to view GO.

**Total Record(s) Found:** 193

Acrobat reader is required to view GOs. Click here to download free Adobe Acrobat Reader software (If not installed on your System).

### GO Details

<table>
<thead>
<tr>
<th>Serial No</th>
<th>GO No</th>
<th>Date</th>
<th>Abstract</th>
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<tbody>
<tr>
<td>1</td>
<td>1135</td>
<td>12/09/2008</td>
<td>Agriculture and Cooperation — Expenditure towards recouperation of</td>
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<td>permanent advance — Sanction — Orders — Issued.</td>
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<td>Public Servants — Agricultural Marketing Department — Allegations of</td>
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<td></td>
<td></td>
<td></td>
<td>corruption and other irregularities against Sri G. Viswanadham, Ex-</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Selection Grade Secretary, AMC, Jangaree and Wanapal and Presently</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Selection Grade Secretary, AMC, Gaddamnaram - Suspension from Service —</td>
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<td></td>
<td></td>
<td>Orders — Issued.</td>
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<tr>
<td>3</td>
<td>1133</td>
<td>12/09/2008</td>
<td>Agriculture and Cooperation Department — Expenditure towards cost of</td>
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<td></td>
<td></td>
<td></td>
<td>refilling of six (06) numbers of HP Laser Jet Toner (Cartridges) and drum</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>change charges for the use of Agriculture and Cooperation Department —</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Sanction — Orders — Issued.</td>
</tr>
<tr>
<td>4</td>
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<td>12/09/2008</td>
<td>Loans &amp; Advances — House Building Advance — Loan to Government Servants</td>
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<td></td>
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<td></td>
<td>— Sri M.Telangna Kumar, Office Subordinate, AIC Department — House Building</td>
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<tr>
<td></td>
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<td></td>
<td>Advance — sanctioned for site-construction — Modified — Orders — Issued.</td>
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<tr>
<td>5</td>
<td>95</td>
<td>12/09/2008</td>
<td>Establishment — Animal Husbandry Department — Filling up of the</td>
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</tbody>
</table>

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eProcurement

- Internet based Portal for procurement of goods and services
- Project Funding – PPP Model
  - No budgetary support needed
- Enables Tenders, Rate contracts, Auctions
- Major Participating departments
  - Irrigation, R&B, PSUs, Municipalities, Panchayat Raj, TRANSCO
- No need to visit office for
  - Obtaining Tender document
  - Filling Tender
  - Tender Opening
- Transparency and Equal Opportunity
- Reduced cost of advertisement
Tax Administration: Vision

✓ Maximize revenue realization for the State
✓ Provide User-friendly tax administration
✓ Reduce physical interface with tax payers
✓ Multiple channels for dealer services
✓ Mechanism for addressing trade grievances
Tax Administration - eReturn

- **Accurate data capture**
- **Convenience - available on 24X7**
- **No need to visit Tax office**
- **STPs can be authorized to file eReturn**
- **More than 43 Lakh Person KMs saved per month**

4.39 lakhs Returns filed online in July 2013
ePayment of Tax:

✓ ePayment enabled through:
  - State Bank of India
  - State Bank of Hyderabad
  - And 15 other Banks

  Tax realization on T+1 day
  - Manual system: T+6 days
  - Convenience to dealers
  - Reduced work at Tax Office

More than Rs. 3610 Cr. received thro online - July 2013
CDSC for Waybills and C Forms

- File Indent Online on 24 x 7 basis
- Forms are dispatched within 48 hours
- Delivery through Courier
- Reduced physical interface
- More than 20% Forms through CDSC

Forms dispatched per month more than: 4.00 lakhs
eWaybills

✓ Enter information online  24 x 7
✓ Self-printing of Way Bills
✓ No need to apply, supply or report separately
✓ Reduced physical interface
✓ Facility open for all dealers
✓ More than 70% are eWaybills now

e-Way Bills issued per month more than : 13.38 lakh
C Form and VAT Forms Online

✓ **C Form online on 24X7 basis**

✓ **VAT Form 250 online on 24 x 7**

✓ **VAT Form 501A online on 24X7**

*No need to go to Tax office*
eRegistration

✓ **Apply for dealer registration online**  24 x 7
✓ **Send hard-copy to CTO concerned**
✓ **RC delivered at door-step**
✓ **In Twin Cities:**
  **Apply to Central Registration Unit (CRU)**

Application can be made to CTO manually also.
Website available on 24 x 7
Prompt dissemination of all information
Easy to search, view and download:
- Notifications, Circulars, Advance Rulings
- Orders of DC/ADCs/JCs/Commissioner
- Feedback and Grievances
- Assessment orders on Internet – W.E.F May 1, 2011

One-Stop website for all your needs
CTD Orders on Portal

Citizens can view CTD Orders issued from 16th February 2010 onwards.

Order
Department
Commercial Tax Department
Office
GCT Office
Sub Office
Select
Order Type
Commissioner Orders
Category
Select
Order Nature
Select
Order No
Search Text

Note: No field is mandatory. However, select at least one search parameter(s) for fast search and click Search to view Orders.

Total Record(s) Found:

Acrobat reader is required to view Documents. Click here to download free Adobe Acrobat Reader software (if not installed on your system).

Number of records per page: 100
# eGovernance – choice to dealers

<table>
<thead>
<tr>
<th>Service</th>
<th>Tax Office</th>
<th>Online</th>
<th>MeeSeva</th>
<th>Other</th>
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<tr>
<td>Registration</td>
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<td>Yes</td>
<td>No</td>
<td>CRU at Hyderabad</td>
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<tr>
<td>Return</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>Sales Tax Practitioners</td>
</tr>
<tr>
<td>Payment</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Treasury Banks</td>
</tr>
<tr>
<td>C Forms etc</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Central Dealer Service Centre</td>
</tr>
<tr>
<td>VAT 250</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
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<td>VAT 501A</td>
<td>No</td>
<td>Yes</td>
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</tr>
<tr>
<td>Tax Education</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

**Reduced monopoly and increased choices**
Move the data, not the dealer.
KM – ATOM
Any Time Any Where Office

....a step towards
Paperless office
with Citizen Interface
KM – ATOM
eOffice
KM – ATOM

eOffice

KM - ATOM

● Processing of file Electronically
● Movement of file electronically
● Movement of draft electronically
● No more physical movement of file
● Reports – you will like to know
● Access office - Any Time Any Where

Office in your Laptop
KM – ATOM
Transparency at its best

- Interface with citizen through Internet
  - View location of File
  - View Public Document
  - View Note File

- First in India

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Transparency at its best
IT Infrastructure

Andhra Pradesh Initiatives

● AP State Wide Area Network
  – 8Mbps backbone for Data, Voice and Video

● AP State Wide Video Net
  – Multipoint Video Conference Facility

● AP Campus Area Network
  – Links every work place at Secretariat
    ● 2000 nodes on Gigabit Network

● Training Infrastructure
AP State Wide Area Network
AP State Wide Video Network
Thank you

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