Importance of e-Governance
5 megabyte hard drive being shipped out, IBM 1956.
1980 - 2000 phase

Computerization

2001 - 2014 phase

2015....
Is Computerization, same as e-Governance
In Computerization, when designing the question asked was “HOW”.

In e-Governance the question asked is “WHY”.
So what is e-Governance?

It is the transformation of government to provide Efficient, Convenient & Transparent Services to the Citizens & Businesses through Information & Communication Technologies.
What is Not e-Governance?

- e-Government is not about ‘e’
  - but about **Government**!

- e-Government is not about **Computers & Websites**
  - but about **Citizens & Businesses**!

- e-Government is not about **translating** processes
  - but about **Transforming** processes!
Millions of citizens spend time attempting to access Government services that should be rightfully theirs.
Single Window for Citizens ...
Typical Bangalore One Centre
Multiple delivery channels
Encourage Entrepreneurs
Panchayat level
Service delivery
Financial Inclusion

Business Correspondent

AISECT™
Education. Empowerment. Enterprises.

[Image of a poster with text in a non-English language and a sign with text in English]

[Image of two people at a counter with a computer and printer]
Financial Inclusion

Disbursement of Payments in Rural Account Opening and Payments
Social benefits to Citizens
Reaching out to Farmers
Impart digital literacy and skills seeks to benefit minority student, youth, girls, women, men and others launched at Chandauli Village, Alwar District, Rajasthan during 2014-15

education, health, livelihood, employment, financial inclusion & social security
Citizen Centric services
Congenial environment
Transparency
Speeding delivery
Traffic Management

Another Citizen Friendly Initiative from Bangalore Traffic Police

Citizens Traffic Forum
3rd Saturday of the Month
11.30 am to 1.30 pm
All are welcome

An opportunity to voice your locality’s traffic related suggestions, complaints, opinions, concerns etc. to the Bangalore Traffic Police. Individuals, Resident Welfare Associations, Companies, Ngo’s, Institutions etc. are welcome to meet the Traffic Inspector of their locality and get their problems addressed.

Come, Partner with Bangalore Traffic Police and make a difference.

Meet us on Facebook: Bangalore Traffic Police

Pledge to make the road SAFER

www.bangaloretrafficpolice.gov.in

Bangalore Traffic digital cameras and CCTV surveillance
Baliraja is the brain child of Anil Bandawane, once an engineering student, who has now taken up farming full time. Dissatisfied with Govt initiatives, Anil found out a Facebook group named ‘Baliraja’, and brought them together on WhatsApp.

On a WhatsApp group, ‘Baliraja’, over a hundred farmers from various villages are seeking and sharing agriculture advice, connecting with experts in various fields and learning new practices.

“Most of the farmers in our villages have mobile phones. They use the latest technology in their farming too. But still there are a lot of problems. In our WhatsApp group, we have a few experts too who give us timely solutions,” says Anil.
India’s global ranking in The United Nations Global e-Government Survey 2016, stands at 107 out of 193 countries!

India ranked
107 in 2016
118 in 2014
124 in 2012
119 in 2010

Composite index of:
Web measure, Infrastructure & Human Capital
India has more than 10,000+ e-Governance initiatives

Almost all sectors.....

Agriculture       Health       Education
Social Welfare    Police       PDS       Transport
Commercial Tax    Land Records    Procurement

Panchayat    Municipality       District
Intranet    Web    Mobile solutions

But many more were delayed, dragged or abandoned
e-Governance Success & Failure Rate

35% of eGov projects are total failures
- Initiatives not implemented
- Initiatives abandoned immediately

50% of eGov projects are partial failures
- Main stated goals not achieved
- Initial success but failure after an year
- Success for one group but failure for others

15% of eGov projects are successes
- All stakeholders benefited
- No adverse results

Most Failures are rooted in improper Project Conceptualization & Project Management

Research study for Developing Countries by Prof Richard Heeks, MIT
Designing meaningful e-Governance initiatives
e-Government
Category of Services
Illustration of G2C Services

... from cradle to grave
Illustration of G2B services

- Operate
  - Approvals
  - Permissions
  - Project Profiles
  - Infrastructure
  - State Support

- Start-up
  - Approvals
  - Permissions
  - Registrations

- Explore Opportunities
  - Returns
  - Taxes
  - Permits
  - Compliance

- Expand
  - Approvals
  - Permissions
  - Compliance

- Close
Illustration of G2G/G2E Services

**Human Resources**
- Recruitment
- Training
- Establishment
- e-Learning

- Workflow Automation
- Video Conferencing
- MIS
- Back-office Support
- GIS

- Performance Mgt.
- Budget
- Treasuries
- Planning
- e-Assembly
Electronic Service Delivery Maturity Model

Level 1
Information
- Schemes
- Benefits
- Forms

Level 2
Interaction
- Applying online for
  - Schemes
  - Benefits
  - Resources
  - Grievances

Level 3
Transaction
- Online process of
  - Consultation
  - Payments
  - Receipts
  - Grievances

Level 4
Integration
- of
  - Agencies
  - Processes
  - Services
Good Governance

Front End – Citizens/Businesses/Employees/Government interact with Government

Back End – Working within Government

Transparency  Accountability  Responsiveness  Efficiency  Participation  Connected

Four Pillars

- Process
- People
- Technology
- Resources

4 Key Questions to be addressed

WHAT do we want to Achieve?

HOW do we want to Implement?

WITH WHAT resources?

WHO will be responsible?
Understanding your stakeholders – their expectations, pain areas, priorities
Critical Success Factors for e-Governance

- Need to become more citizen-focused
- Demonstrate higher quality front-line service
- New channels to access information and advice
- New delivery partners
- Rationalise back-office functions
- Public Private Partnerships
- Lower cost and much greater efficiency
- Services targeted at particular citizen segments
- Improved citizen choice
- Demonstrate better value for money
- Meeting citizen and market expectations
e-Governance Project Implementation Challenges

Indian context
Why they fail?
People Support the World
They Help Create

“People want change, they don’t want to be changed”
Why do projects fail?

What the user wanted -

What the budget allowed for -

What the timescale allowed for -

What the technician designed -

What the user finally got -
Enablers of e-Government

- Technology: 20%
- Business Process Reengineering: 35%
- Change Management: 40%
- Luck: 5%
Enablers of e-Government

20% Technology
35% Business Process Reengineering
40% Change Management
5% Luck!
Value of Zero!!

Leadership & vision

Management, HRD, Infrastructure, Technology, GPR, Partnership, Resources
National eGovernance Plan-NeGP
National eGovernance Plan - NeGP

• e-Governance plan for the country

• Aims at improving delivery of Government services to citizens and businesses

• Formulated by the Department of Information Technology (DIT) and Department of Administrative Reforms & Public Grievances (DAR&PG)

• Union Government approved NeGP in May, 2006
NeGP Vision

Make **all Government services** accessible to the common man **in his locality**, through **common service delivery outlets**, and ensure efficiency, transparency, and reliability of such services at **affordable costs** to realize the basic needs of the common man.
NeGP Approach

- Clear NeGP Vision Statement
- Mission Mode Projects in key departments with large public interface
  - Focus on Public Service Delivery & Outcomes
  - Structured consultation with users before setting objectives
  - Process Re-engineering an integral element of project
  - Clear Change Management Plan for all stakeholders
- ICT-based Service Delivery Platform to reach even remote areas
  - Radically change the way government delivers services
- Generic Program components including Capacity Building
Strategy to realize vision

• Centralized Initiative, Decentralized Implementation

• Incorporation of suitable system of inducement for states to encourage adoption

• Adequate importance for quality and speed of implementation of IT services

• Trend of delivery of services through common service centres to be encouraged and promoted

• Ownership and Central Role of Line Ministries/ State Governments

• Emphasis on Private-Public Partnerships

• Connectivity should be extended up to block level through SWANs
– 27 Mission Mode Projects (MMPs)
– Core infrastructure components - Service Centres, Data Centres and Wide Area Networks
– Web enabled delivery of services & service levels
– Process re-engineering, change management and project management
– Centralized Initiative - Decentralized Implementation: emphasis on PPP....
<table>
<thead>
<tr>
<th>Central MMPs</th>
<th>Integrated Projects</th>
<th>State MMPs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Income Tax</td>
<td>1. e-Biz</td>
<td>1. Agriculture</td>
</tr>
<tr>
<td>2. Central Excise</td>
<td>2. EDI</td>
<td>2. Land Records</td>
</tr>
<tr>
<td>5. MCA 21</td>
<td>5. NSDG</td>
<td>5. Commercial Taxes</td>
</tr>
<tr>
<td>7. Pensions</td>
<td>7. e-Procurement</td>
<td>7. Municipalities</td>
</tr>
<tr>
<td>8. e-Office</td>
<td></td>
<td>8. Police - CCTNS</td>
</tr>
<tr>
<td>10. Insurance</td>
<td></td>
<td>Exchange</td>
</tr>
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<td></td>
<td></td>
<td>10. e-District</td>
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</tbody>
</table>

**NeGP COMPONENTS**

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<thead>
<tr>
<th>NeGP COMPONENTS</th>
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</thead>
<tbody>
<tr>
<td>2. Infrastructure (SWAN, CSCs, SDC)</td>
<td>2. Awareness &amp; Assessment</td>
<td>2. Infrastructure (SWAN, CSCs, SDC)</td>
</tr>
</tbody>
</table>
### Mission Mode Projects – Central Government

<table>
<thead>
<tr>
<th>#</th>
<th>Projects</th>
<th>Line Ministry/Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Income Tax</td>
<td>Ministry of Finance/Central Board of Direct Taxes</td>
</tr>
<tr>
<td>2.</td>
<td>Passport Visa &amp; Immigration</td>
<td>Ministry of External Affairs/Ministry of Home Affairs</td>
</tr>
<tr>
<td>3.</td>
<td>MCA 21</td>
<td>Ministry of Corporate Affairs</td>
</tr>
<tr>
<td>4.</td>
<td>Insurance</td>
<td>Department of Banking</td>
</tr>
<tr>
<td>5.</td>
<td>National Citizen Database</td>
<td>Ministry of Home Affairs/Registrar General of India (RGI)</td>
</tr>
<tr>
<td>6.</td>
<td>Central Excise</td>
<td>Department of Revenue/Central Board of Excise &amp; Customs</td>
</tr>
<tr>
<td>7.</td>
<td>Pensions</td>
<td>Department of Pensions &amp; Pensioners Welfare and Department of Expenditure</td>
</tr>
<tr>
<td>8.</td>
<td>Banking</td>
<td>Department of Banking</td>
</tr>
<tr>
<td>9.</td>
<td>e-Office</td>
<td>Department of Administrative Reforms &amp; Public Grievances</td>
</tr>
</tbody>
</table>
## Mission Mode Projects – State Government

<table>
<thead>
<tr>
<th>#</th>
<th>Projects</th>
<th>Line Ministry/Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Land Records</td>
<td>Ministry of Rural Development</td>
</tr>
<tr>
<td>2.</td>
<td>Road Transport</td>
<td>Ministry of Road Transport &amp; Highways</td>
</tr>
<tr>
<td>3.</td>
<td>Agriculture</td>
<td>Department of Agriculture &amp; Cooperation</td>
</tr>
<tr>
<td>4.</td>
<td>Treasuries</td>
<td>Ministry of Finance</td>
</tr>
<tr>
<td>5.</td>
<td>Municipalities</td>
<td>Ministry of Urban Employment and Poverty Alleviation</td>
</tr>
<tr>
<td>6.</td>
<td>Gram Panchayats</td>
<td>Ministry of Panchayati Raj</td>
</tr>
<tr>
<td>7.</td>
<td>Commercial Taxes</td>
<td>Ministry of Finance</td>
</tr>
<tr>
<td>8.</td>
<td>Police</td>
<td>Ministry of Home Affairs</td>
</tr>
<tr>
<td>9.</td>
<td>Employment Exchanges</td>
<td>Ministry of Labour &amp; Employment</td>
</tr>
<tr>
<td>10.</td>
<td>E District</td>
<td>Department of Information Technology</td>
</tr>
</tbody>
</table>
# Mission Mode Projects – Integrated Services

<table>
<thead>
<tr>
<th>#</th>
<th>Projects</th>
<th>Line Ministry/Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>EDI (E-Commerce)</td>
<td>Ministry of Commerce &amp; Industry/ Department of Commerce</td>
</tr>
<tr>
<td>2.</td>
<td>e-Biz</td>
<td>Department of Industrial Policy &amp; Promotion / Department of Information Technology</td>
</tr>
<tr>
<td>3.</td>
<td>Common Services Centres</td>
<td>Department of Information Technology</td>
</tr>
<tr>
<td>4.</td>
<td>India Portal</td>
<td>Department of Information Technology and Department of Administrative Reforms &amp; Public Grievances</td>
</tr>
<tr>
<td>5.</td>
<td>National Service Delivery Gateway</td>
<td>Department of Information Technology</td>
</tr>
<tr>
<td>6.</td>
<td>e-Courts</td>
<td>Department of Justice, Ministry of Home Affairs</td>
</tr>
<tr>
<td>7.</td>
<td>e-Procurement</td>
<td>Ministry of Commerce &amp; Industry/ DGS&amp;D</td>
</tr>
</tbody>
</table>
Key Implementation Considerations

1. Common Support Infrastructure
2. Governance (institutional structures for implementation)
3. Centralized Initiative, Decentralized Implementation
4. Public-Private Partnerships
5. Integrative Elements
6. Programme Approach at the National and State levels
7. Facilitatory role of DIT
8. Ownership of Ministries
Key Implementation Considerations

**Common Support Infrastructure**

NeGP implementation involves setting up of common and support IT infrastructure such as: State Wide Area Networks (SWANs), State Data Centres (SDCs), Common Services Centres (CSCs) and Electronic Service Delivery Gateways.

**Governance**

Suitable arrangements for monitoring and coordinating the implementation of NeGP under the direction of the competent authorities have also been substantially put in place. The program also involves evolving/ laying down standards and policy guidelines, providing technical support, undertaking capacity building, R&D, etc.
**Centralized Initiative, Decentralized Implementation**

e-Governance is being promoted through a centralized initiative to the extent necessary to ensure citizen-centric orientation, to realize the objective of inter-operability of various e-Governance applications and to ensure optimal utilization of ICT infrastructure and resources while allowing for a decentralized implementation model.

**Public-Private Partnerships**

PPP model is to be adopted wherever feasible to enlarge the resource pool without compromising on the security aspects.
Adoption of unique identification codes for citizens, businesses and property is to be promoted to facilitate integration and avoid ambiguity.

For implementation of the NeGP, various Union Ministries/Departments and State Governments are involved. NeGP is being implemented as a programme, with well defined roles and responsibilities of each agency involved. For facilitating this, appropriate programme management structures have also been put in place.
**Facilitatory role of DIT**

DIT is the facilitator and catalyst for the implementation of NeGP by various Ministries and State Governments and also provides technical assistance. It serves as a secretariat to the Apex Committee and assists it in managing the programme. In addition, DIT is also implementing pilot/infrastructure/technical/special projects and support components.

**Ownership of Ministries**

Under the NeGP, various MMPs are owned and spearheaded by the concerned line Ministries. In case there are any ongoing projects which fall in the MMP category, they would be suitably enhanced to align them with the objectives of NeGP.
Core & Support Infrastructure

Common Service Centres (CSC)

• More than 100,000 CSCs in 638,000+ villages.
• Now the plan is to have total 2,50,000 CSCs at all Panchayat levels.
• Broad band internet enabled connectivity
• Implementation through PPP

State Wide Area Network (SWAN)

• Secured network for Government work
• Connecting State HQs, District HQs, Blocks HQs
• Minimum 2 Mbps Broadband Connectivity
Core & Support Infrastructure

State Data Centres (SDC)

• State of art Data Centers at each of 35 States/UTs
• Housing all applications and databases
• e-Delivery of G2G, G2C and G2B services

Capacity Building Scheme (CB Scheme)

• Constituting State e – Mission Teams (SeMTs)
• Workshops for Political & Policy levels
• Specialized Training courses for Department level officers
Standards

• Ensuring sharing of information and seamless interoperability

• Institutional mechanism for collaborative process of Standards Formulation

• Encouragement to Open Standards: Policy on Open Standards

Standards Published: [http://egovstandards.gov.in](http://egovstandards.gov.in)

• Metadata & Data Standards
• Localisation and Language Technology Standards
• Information Security
• Quality & Documentation
• Digital Signatures

Standards under progress

Technology Standards on Interoperability; Biometrics; E-Forms; XML Signature
Core & Support Infrastructure

Capacity Building Scheme (CB Scheme)

- CB Scheme approved for Rs 313 Cr. (USD 70 Mn)

- State e Mission Teams as professional resources to support States at programme level
  - Appraisal and coordination
  - Hand holding of Line Departments
  - Ensure interoperability and adherence to Standards

- Training/Orientation of stakeholders
Core & Support Infrastructure

Awareness & Communication

• Building NeGP as an Umbrella Brand under the A & C programme
• Creating awareness amongst citizens about NeGP and its objectives
• Motivating Stakeholders
• Creation of demand driven atmosphere which will ensure qualitative service delivery
Implementation Framework

- Apex Body (Headed by PM)
- National e-Governance Advisory Board (Headed by Minister)
- Apex Committee (Headed by Cab Secy)
- DIT
- Government Entities (NISG/NIC etc.)
- Line Ministries
- Provincial /State Governments
Organizations supporting NeGP Implementation

NIC (National Informatics Centre)
Application Development, Implementation, Standards

CCA (Controller of Certifying Agency)
Digital Certification

STQC
Standards
Testing
Quality Certifications

CDAC (Centre For Advanced Computing)
R&D
Local Language Interface

NeGP PMU
Core Infrastructure Projects
27 MMPs

NISG

DIT
Role of DIT in NeGP Implementation

- Act as Secretariat to the Apex Committee
- Appraise (Technically) all projects prior to approval
- Provide technical assistance to Central Line Departments / States
- Implement pilots / infrastructure / special projects
- Lay down standards and policy guidelines
- Leverage capacity of existing public and private institutions
Digital India

A programme to transform India into a digitally empowered society and knowledge economy
What is Digital India?

The focus is on **Transformation** – to realize

\[
\text{IT} + \text{IT} = \text{IT}
\]

Indian Talent + Information Technology = India Tomorrow
Vision of Digital India

The vision of Digital India programme is to transform India into a digitally empowered society and knowledge economy.

The programme is centered on three key vision areas:

- Digital Infrastructure as a Utility to Every Citizen
- Governance & Services on Demand
- Digital Empowerment of Citizens
Vision Area: Infrastructure as a utility to every citizen

- High speed internet as a core utility
- Cradle-to-Grave digital identity - unique, lifelong, online, authenticable
- Participation in Digital & Financial space - through Mobiles and Banking
- Easy access to a Common Service Centre (CSC)
- Shareable private space on a public cloud
- Safe and secure Cyber-space
Vision Area: Governance & Services on demand

- Seamlessly integrated services across departments or jurisdictions
- Services available in real time from online & mobile platform
- All citizen entitlements to be portable & available on the cloud
- Services digitally transformed for improving Ease of Doing Business
- Making financial transactions electronic & cashless
- Leveraging GIS for decision support systems & development
Vision Area: Digital empowerment of citizens

- Universal Digital Literacy
- Universally accessible digital resources
- All documents certificates to be available on cloud
- Availability of digital resources / services in Indian languages
- Collaborative digital platforms for participative governance
Nine pillars of Digital India

1. Broadband Highways
2. Universal Access to Mobile Connectivity
3. Public Internet Access Programme
4. e-Governance – Reforming government through Technology
5. eKranti – Electronic delivery of services
6. Information for All
7. Electronics Manufacturing – Target NET ZERO Imports
8. IT for Jobs
9. Early Harvest Programmes
Pillar 1. Broadband highways

**Broadband for all Rural**
- Coverage: 250,000 GP
- Timeline: December 2016
- CAPEX: Rs 32,000 Cr
- Nodal Dept: DoT

<table>
<thead>
<tr>
<th>Year</th>
<th>GP</th>
</tr>
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<tbody>
<tr>
<td>1yr</td>
<td>50,000</td>
</tr>
<tr>
<td>2yr</td>
<td>100,000</td>
</tr>
<tr>
<td>3yr</td>
<td>100,000</td>
</tr>
</tbody>
</table>

**Broadband for all Urban**
- Virtual Network Operators for service delivery.
- Mandate communication infrastructure in new development and buildings.

Changes in Rules to facilitate.

**National Information Infrastructure**
- Coverage: Nationwide
- Timeline: March 2017
- Cost: Rs 15,686 Cr
- Nodal Dept: DeitY

Integration of SWAN, NKN, NOFN. To be implemented in 2 years.
Pillar 2. Universal access to mobile connectivity

- Coverage: Remaining uncovered villages (~55,669 villages)
- Timeline: FY 2014-18
- Cost: Rs 16,000 Cr
- Nodal Dept: DoT

Ongoing Programme
Increased network penetration & coverage of gaps
Pillar 3. Public internet access programme

CSCs – made viable, multi-functional end-points for service delivery

Coverage: 2,50,000 villages (now 130,000)
Timeline: 3 Years - March 2017
Cost: Rs 4750 Cr
Nodal Agency: DeitY

Ongoing Programme
Reach of Govt. services to all Gram Panchayats

Post Offices to become Multi-Service Centres

- Coverage: 1,50,000 Post Offices
- Timeline: 2 Years
- Nodal Agency: Department of Posts

This should be long term vision for Post Offices.
Pillar 4. e-Governance: reforming government through technology

Guiding principles for reforming government through IT:

• Simplification of Processes & Forms
• Online application and tracking
• Online repositories e.g. school certificates, voter ID cards, etc.
• Integration of services and platforms
• Electronic Databases
• Workflow Automation
Pillar 5. **eKranti** - electronic delivery of services

- Mandatory Government process Reengineering
- Integration of Government applications and databases
- Optimal utilization of emerging technologies
- 44 Mission Mode Projects
Pillar 6. Information for all

Easy access to information
- Online hosting of Information & Documents
- Open Data Platform (data.gov.in)

Citizen Engagement & Participation
- Proactive engagement through social media & other web platforms
- MyGov.in for Citizen engagement
Government explores Open Data that today has immense potential for public use, mobile apps, analysis, service delivery to Citizens.
An analysis of 509 m tweets over two years from 2.4 m people in 84 countries showed that people’s moods followed similar daily and weekly patterns across cultures around the world.
Pillar 7. Electronics manufacturing - target net zero imports by 2020

- Boost manufacturing of electronics within the country
- Net Zero imports by 2020
- **Ambitious goal** which requires coordinated action on many fronts:
  - Taxation, Incentives
  - Economies of Scale, Eliminate cost disadvantages
  - **Focused areas – Big Ticket Items** (VSATs, Consumer & Medical Electronics, micro-ATMs etc.
  - Incubators, clusters
  - Skill development
  - Government procurement
- National Policy on Electronics
Pillar 8. IT for jobs

Train people in smaller towns & villages for IT sector jobs
- Coverage: 1 Crore students
- Timeline: 5 years
- Nodal Agency: DeitY

IT/ITES in NE
- Scope: Setting up of BPO per NE State
- Coverage: NE States
- Nodal Agency: DeitY

Train Service Delivery Agents to run viable businesses delivering IT services
- Coverage: 3,00,000
- Timeline: 2 Years
- Nodal Agency: DeitY

Telecom service providers to train rural workforce to cater to their own needs
- Coverage: 5,00,000
- Timeline: 5 Years
- Nodal Agency: DoT

New Scheme
IT ready workforce

ICT enabled growth in NE
Ongoing
Skilled VLEs and Viable CSCs

Telecom ready workforce
Pillar 9. Early harvest programmes

- IT platform for messages
- Government Greetings to be e-Greetings
- Biometric attendance
- Wi-fi in All Universities
- Secure email within government
- Standardize government email design
- Public wifi hotspots
- School Books to be eBooks
- National Portal for Lost & Found children
- SMS based weather information, disaster alerts
Project Management Information System (PMIS)

- Usage of Project Management Information System (PMIS) would be mandatory in each of the MMPs
- PMIS is an integrated information system
- PMIS offers information on the cost, time and performance parameters of a project
- PMIS is decision oriented
- PMIS is capable of providing exception reports
Recent Projects launched under Digital India

**Digital Locker**
Over 10 lakh Lockers opened; 12 lakh documents self-uploaded and 1 lakh documents issued by department.

**eSign**
1.75 Lac eSignatures issued & eMudhra and C-DAC (Govt. ESP) are empaneled to offer e-Sign Services.

**National Scholarship Portal**
Over 93 lakh applications submitted
20 scholarship schemes from 7 Ministries / Departments are registered.

**Digitize India**
14,088 registered contributors
Over 2.5 lakh documents and 24 lakh snippets utilized for digitization.

**e-Hospital**
e-Hospital functional in 7 major hospitals including AIIMS, Dr. RML, Safdarjung & NIMHANS hospitals etc.
Digital Locker

- Launched in February 2015
- Platform for issuance and verification of documents & certificates
- Dedicated cloud storage space linked to Aadhaar number
- Accessible anytime, anywhere and shared online.
- Easier to validate the authenticity of documents as issued directly by the registered issuers
- Scanned copies of their legacy documents can be uploaded
- e-Sign facility digitally sign documents
e-Sign

- Launched in January 2015
- eSign is an online electronic signature service to facilitate to digitally sign a document.
- eSign service is governed by e-authentication guidelines.
- Aadhaar number mandatory for authentication
- Controller of Certifying Authorities (CCA) empanels the qualified agencies to operate as eSign Service Provider.
e-Hospital

- Open source Health Information Management System (HMIS) developed by NIC
- Workflow based ICT solution for Government hospitals
- 25 hospitals covering 256 departments provide this service.
Digitize India Platform

- Launched in July 2015
- Digitization services for scanned document images or physical documents
- Digitize for document managements, IT applications and records management.
- Innovative solution by combining machine intelligence and a cost effective crowd sourcing model.
- Secure and automated platform for processing and extracting relevant data from document images
National Scholarship Portal

• One-stop solution to implement entire scholarship process
• Mission Mode Project under the National e-Governance Plan
• Designed to ensure disbursement of central government scholarship schemes through a single unified portal
• 9 Participating Ministries under 21 Registered Schemes
Evolution of e-Governance in India

- **Computerization** (1980’s)
- **Department / State specific Initiatives** (1990’s)
- **National eGovernance Plan (2006)**
- **e-Kranti** (2014)
National e-Governance Plan

Make all Government services accessible to the **COMMON MAN IN HIS LOCALITY**, through Common Service Delivery Outlets and ensure **EFFICIENCY TRANSPARENCY & RELIABILITY** of such services at **AFFORDABLE COSTS** to realise the **BASIC NEEDS** of the common man.”
Key Components of NeGP

• Integrated Service Delivery Platforms
• Mission Mode Projects
• Core ICT Infrastructure
  - State Data Centre (SDC)
  - State Wide Area Network (SWAN)
  - Common Service Centers (CSCs)
  - State Portal and State Service Delivery Gateway (SSDG)
Why eKranti: NeGP 2.0?

- To achieve vision of Digital India programme
- For optimum usage of Core Infrastructure
- For rapid Replication and Integration of eGovernance Applications
- Need to exploit Emerging Technologies
- Need for introducing more agile implementation models
Vision & Mission of eKranti

Vision of e-Kranti

“Transforming e-Governance for Transforming Governance”

Mission of e-Kranti

“To ensure a Government wide transformation by delivering all Government services electronically to the citizens through integrated and interoperable systems via multiple modes, while ensuring efficiency, transparency and reliability of such services at affordable costs”
Principles of e-Kranti

- Transformation and not Translation
- Integrated Services and not Individual Services
- GPR to be mandatory in every MMP
- Infrastructure on Demand
- Cloud by Default
- Mobile First
- Fast Tracking Approvals
- Mandating Standards and Protocols
- Language Localisation
- National GIS
- Security and Electronic Data Preservation
Current status

- Cabinet Note on e-Kranti approved by Union Cabinet on 25\textsuperscript{th} March, 2015
- Programme Management Structure and implementation approach aligned with Digital India programme.
- 13 new MMPs included.
Status of MMPs

**e-Kranti (NeGP 2.0)**

- **15** Providing Services
- **11** Providing services partially
- **3** Under Implementation
- **4** Design & Development
- **11** At Scoping Stage

Avg >32 Cr e-Transactions /per month (since last 4 months)
Even if you are on the right track, you'll get run over if you just sit there.

WILL ROGERS

e-Governance is a journey, Not the destination....

Sridevi Ayaluri