

eGovernance for Good Governance

eGovernance Successful application in Government

**Suresh Chanda, IAS
CMD AP TRANSCO
Hyderabad**

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

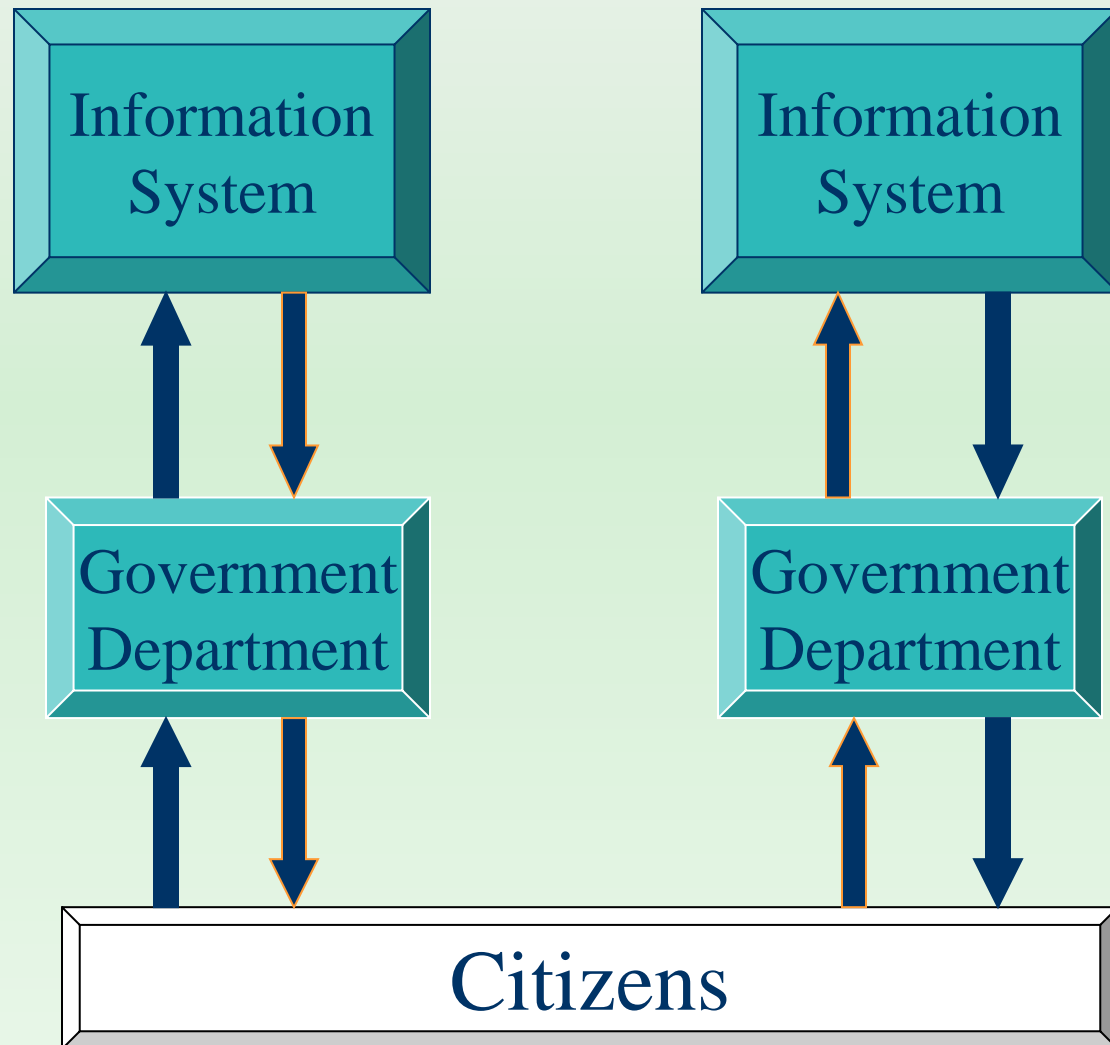
- **Human Resource Development**
 - Create pool of Pro IT leaders
 - Capacity building of staff
 - IT Wing in the departments
- **Develop IT Architecture**
- **Put in place Security Policy**
- **PKI – Digital Signature**

Government as perceived by citizens today

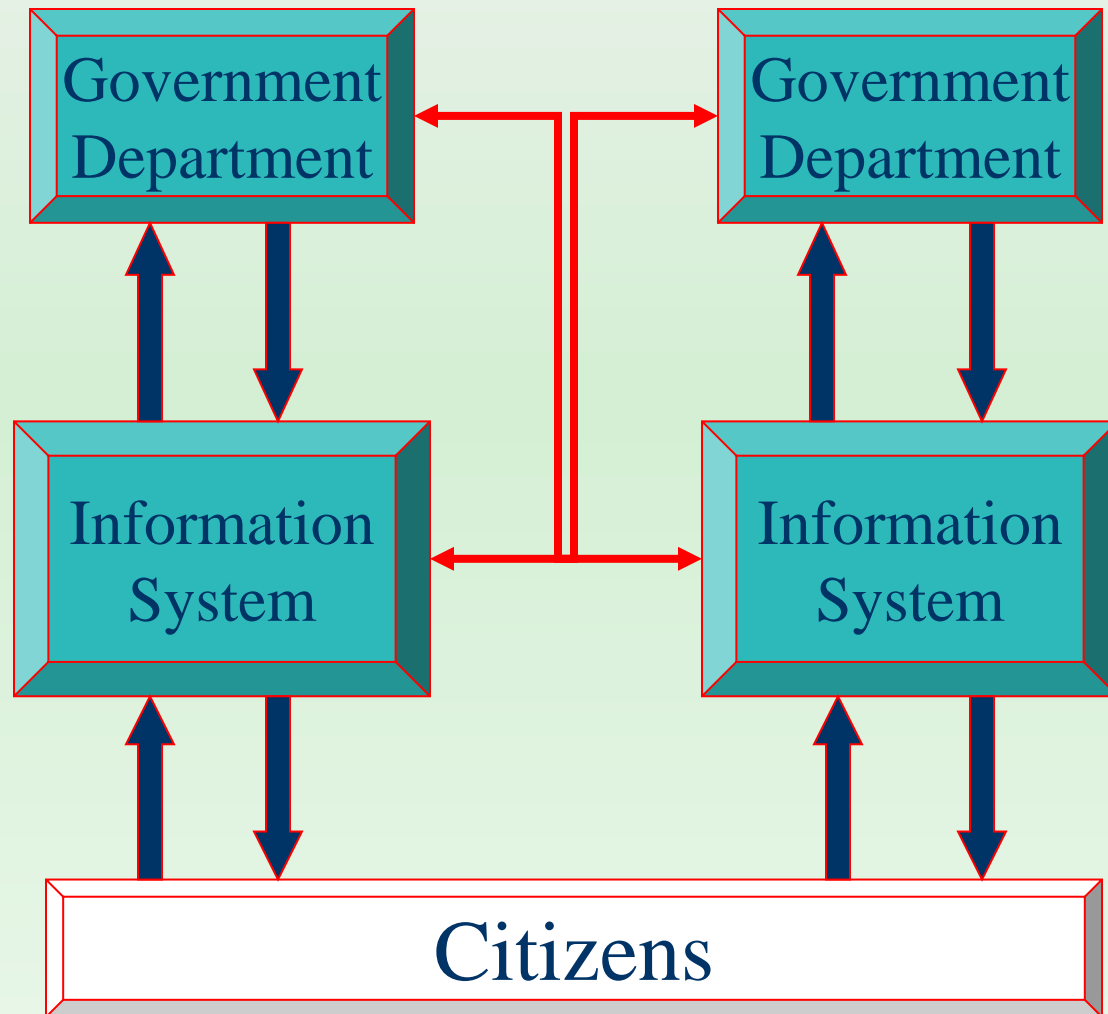
- **Complex procedures and Hierarchy**
- **Lack of proper response**
- **Lack of accountability**
- **Lack of Transparency**
- **Lack of Reliability**
- **Long Queues**
- **Lack of trust**



Traditional structure of the Government Citizen Interface



New structure of the Government IT Enabled Citizen Interface



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

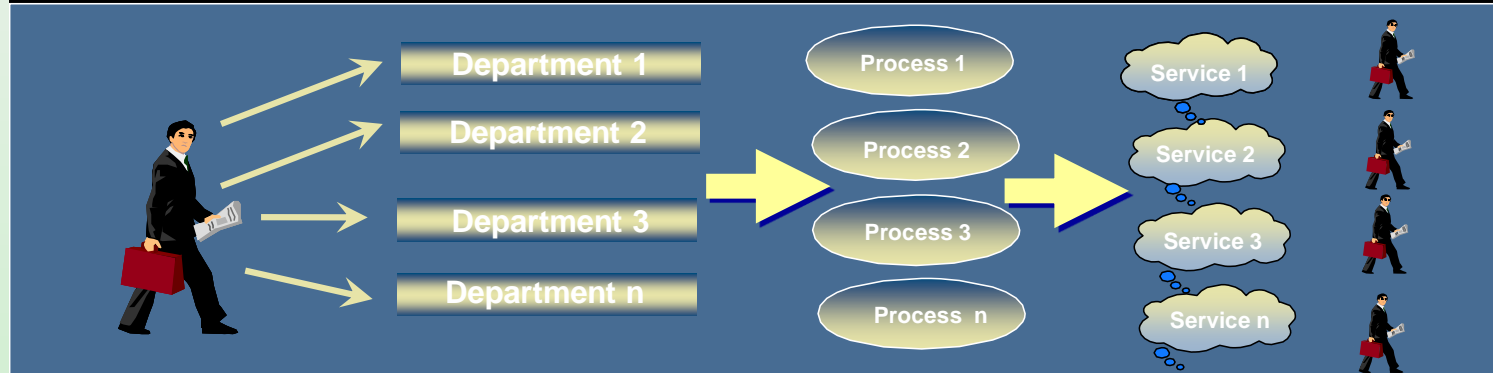
eServices

- **eProcurement**
- **Tax Administration**
 - eReturn, ePayment, eWaybill, eRegistration etc
- **Government Orders on Internet**
- **Portal – Information services**

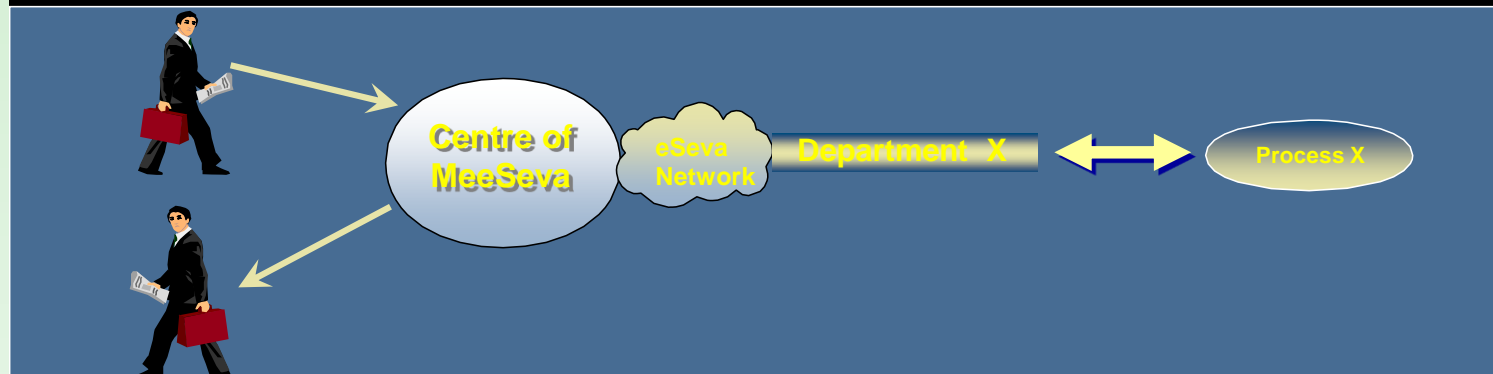
MeeSeva Concept

Customer goes to different departments for different services.....

Conventional System



MeeSeva System



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

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

http://goir.ap.gov.in/Reports.aspx

File Edit View Favorites Tools Help

Welcome to Government Order Issue Register

Log Out

View G.O. View Gazette GoAP Portal On Line Transparent Office Help

Citizens can view GOs from February 2008 onwards.

Search GO

G.O. ☒ Government Order

DEPARTMENT

SECTION

GO TYPE

GO NO

GO DATE From: (DDMMYYYY) To: (DDMMYYYY)

SEARCH TEXT

Note: No field is mandatory. However Select atleast one search parameter(s) for fast search and click Search to view GO.

Total Record(s) Found: 195

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

Serial No	GO	GO NO	DATE	Abstract	Amended/ Cancelled	DEPARTMENT NAME	SECTION	SEQUENCE ID
1	select RT	1135	12/09/2008	Agriculture and Cooperation – Expenditure towards recoupment of permanent advance – Sanction – Orders – Issued.	NO	AGRICULTURE AND COOPERATION	OP-II	33086
2	select RT	1134	12/09/2008	Public Servants – Agricultural Marketing Department – Allegations of corruption and other irregularities against Sri G. Viswanatham, Ex-Selection Grade Secretary, AMCs, Jangaon and Warangal and Presently Selection Grade Secretary, AMC, Gaddiannaram – Suspension from Service – Orders - Issued.	NO	AGRICULTURE AND COOPERATION	VIG-II	33084
3	select RT	1133	12/09/2008	Office Procedure – Agriculture and Cooperation Department – Expenditure towards cost of refilling of six (06) numbers of HP Laser jet Toner (Cartridges) and drum change charges for the use of Agriculture and Cooperation Department – Sanction – Orders – Issued.	NO	AGRICULTURE AND COOPERATION	OP-I	33061
4	select MS	262	12/09/2008	Loans & Advances – House Building Advance – Loan to Government Servants – Sri M.Tejananda Kumar, Office Subordinate, A&C Department – House Building Advance – sanctioned for site-cum-construction – Modified – Orders – Issued.	NO	AGRICULTURE AND COOPERATION	OP-I	33078
5	select MS	95	12/09/2008	Establishment – Animal Husbandry Department – Filling up of the		ANIMAL	AH-I	33060

Internet 100% 9:06 PM

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 with in 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.

www.apct.gov.in

- ✓ ***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***
 - ***Feed back and Grievances***
 - ***Assessment orders on Internet – W.E.F May 1, 2011***

One-Stop website for all your needs

COMMERCIAL TAXES DEPARTMENT

Government of Andhra Pradesh

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[APFDC Certificates](#) | [Right to Information](#) | [Get in Touch](#) | [Related Links](#) | [Search](#) | [Download Forms](#) | [Citizens Charter](#)

Dealer Services

- [Applied for issue of STP ID card - Request -Rejected.](#) **new**
- [Dealer Help Desk](#) **new**
- [STP Login](#)
- [Check Registration Status](#) **new**
- [View Profession Tax No](#) **new**
- [Upload eDSC Waybills Utilisation](#)
- [Un-Utilised Forms Details](#)
- [Check Eligibility for Statutory Forms](#)
- [Search C/F/H Form](#)
- [Dealer Ledger upto Feb'2012 Tax Period](#)
- [View APVAT/CST Dealers](#)
- [Check your e-Mail ID!!](#)
- [Cost of Forms/Services](#)
- [Cancelled Dealers](#)
- [View CTD Orders](#)
- [VAT/CST Registration Procedures](#)
- [STP Registration Procedure](#)
- [Issue of ID Cards to STP's](#)
- [List of Sensitive Commodities](#)
- [Tribunal Cause list](#)

CORE PURPOSE

To improve revenue efficiency combined with best Tax Practices into a most progressive Tax Administration.

Notice to the dealer

* e-Payment facility is also extended for TOT dealers w.e.f 2nd Aug 2012.
turns also

Circular on eWaybills

Notice to dealers on e-return and e-waybills website URL:



Hon'ble CM, Andhra Pradesh
Sri N. Kiran Kumar Reddy
Message

[Generate Paper based Challan for Payment](#)
[Help File for Generating Challan - VAT & CST](#)
[Help File for Generating Challan- Other Acts](#)
[List of SBH Branches where Tax can be paid through Challan](#)
[DDO Code for use for Generating Challan](#)

Online Services

[eRegistration](#)

[eTP](#)

[eReturns](#)

[ePayments](#)

[CDSC
\(Indent for Forms\)](#)

[Challan for
RTGS/NEFT Payment](#)

[eWaybills](#)

[FORM 501A](#)

[VAT250](#)

[Department Home](#)

[Department Mail](#)

What's New!

Go's & Notifications

- ▶ Act No. 14 of 2012 (An Act further to amend the AP Tax on professions, trades, callings and employments Act, 1987)
- ▶ APVAT Act, 2005 – Issue of notification under sub-rule (4) of Rule 55 of APVAT Rules, 2005 – Certain category of manufacturers are notified as ineligible to use the Gate Pass cum-invoice as waybill- Notification issued –Regarding.
- ▶ G.O.Ms.No. 369-APVAT Act, 2005 -Reduction of rate of tax on Petrol

[Archives](#)

Circulars

- ▶ APVAT Act, 2005 & CST Act, 1956– Mis – use of 'C' Form by the works Contractors – instructions issued – Reg.
- ▶ APVAT Act, 2005- Audit and Assessments – Issuing notices calling for books of accounts by the CTOs- Certain instructions issued-Reg.
- ▶ Tax Deduction at Source – Generation of VAT Form 501 A Online – Reg.
- ▶ APVAT Act, 2005- Audit and

[Archives](#)

CTD Orders on Portal

http://ctdo.ap.gov.in/Reports_CT.aspx View Orders

File Edit View Favorites Tools Help

Andhra Pradesh Commercial Taxes Department

Government of Andhra Pradesh

Home View CTD Orders View Go View Gazette Help

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

Order

Department: COMMERCIAL TAX DEPARTMENT

Office: CCT OFFICE

Sub Office: Select

Order Type: COMMISSIONER ORDERS

Category: Select

Order Nature: Select

Order No:

Order Date From: (DDMMYYYY) To: (DDMMYYYY)

Search Text:

Search HOME

Note: No field is mandatory. However Select atleast 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

125%

Presentation Internet Expl... View Orders ... eInitiative 29...

7:50 PM 26/07/2011

eGovernance – choice to dealers

Service	Tax Office	Online	MeeSeva	Other
Registration	Yes	Yes	No	CRU at Hyderabad
Return	No	Yes	Yes	Sales Tax Practitioners
Payment	Yes	Yes	No	Treasury Banks
C Forms etc	Yes	Yes	No	Central Dealer Service Centre
VAT 250	Yes	Yes	No	
VAT 501A	No	Yes	No	
Tax Education	Yes	Yes	No	

Reduced monopoly and increased choices



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

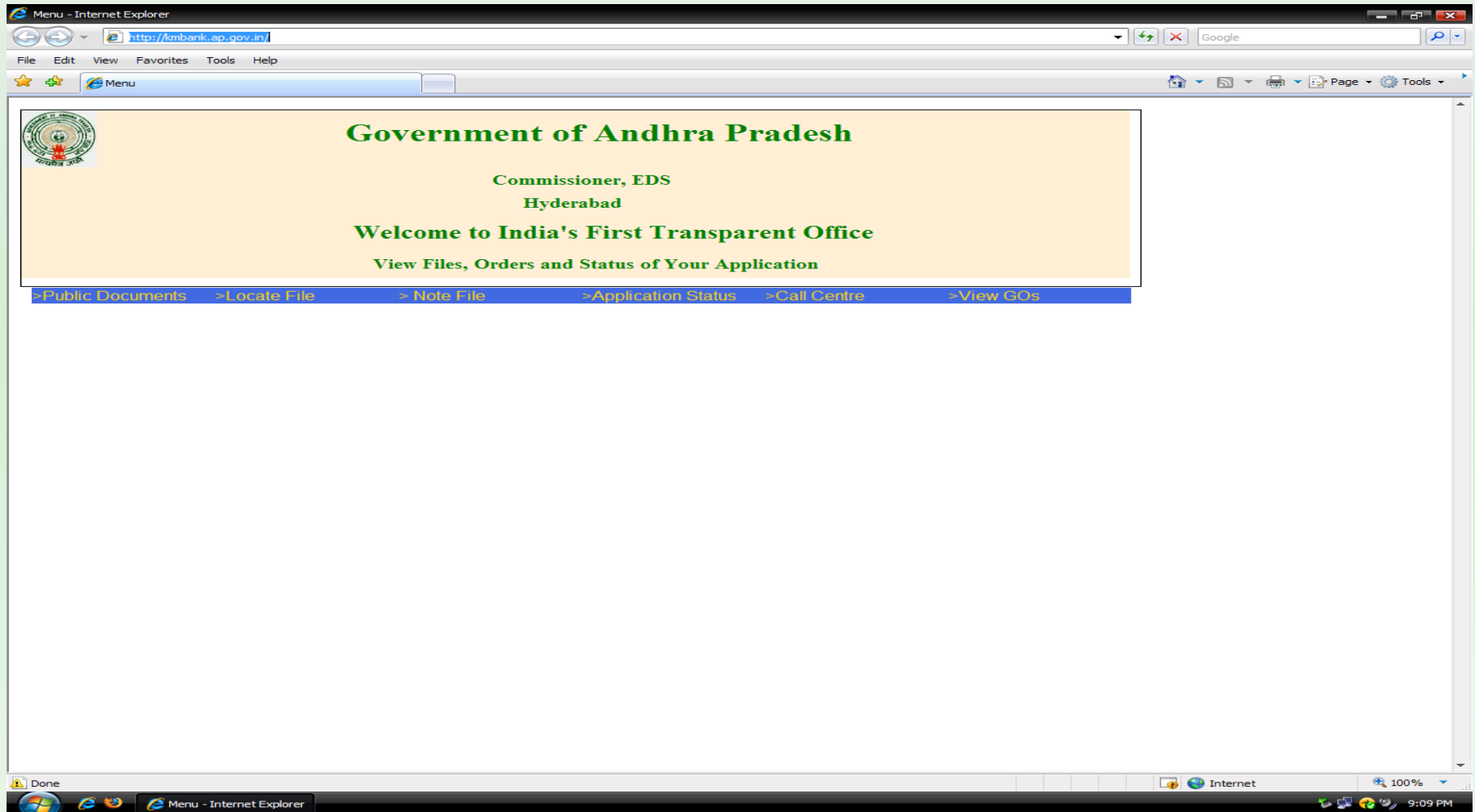
Office in your Laptop

KM – ATOM

Transparency at its best

- **Interface with citizen through Internet**
 - **View location of File**
 - **View Public Document**
 - **View Note File**
- **First in India**

Transparency at its best

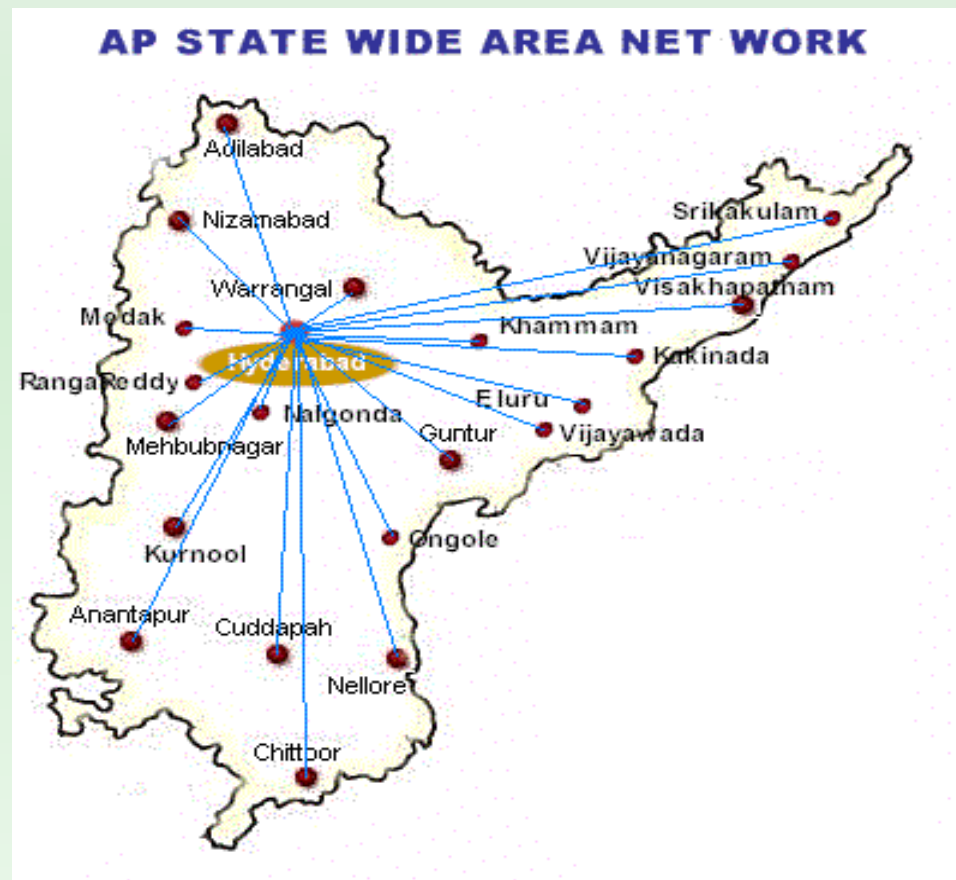


IT Infrastructure

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

Suresh Chanda
schanda@ap.gov.in