

Transforming Governance

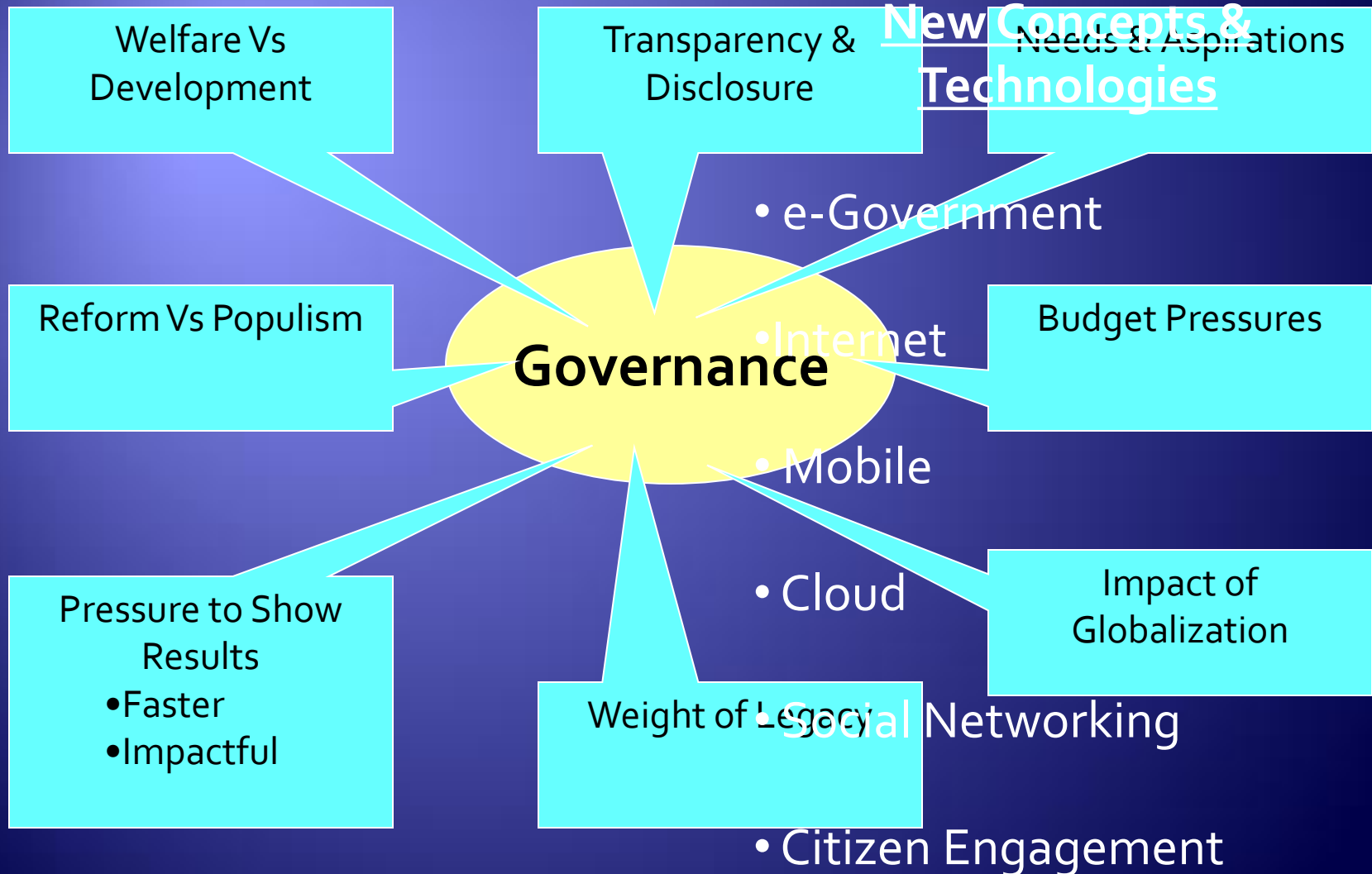
J.Satyanarayana

22 Sep 14

Agenda

- ◆ Governance & Transformation
- ◆ e-Government
- ◆ Issues in e-Government
- ◆ Critical Success/Failure Factors

Pressures on Governance



Good Governance *

1. Efficient & Effective
2. Responsive
3. Transparent
4. Accountable
5. Equitable & Inclusive
6. Following Rule of Law
7. Consensus-oriented
8. Participatory

What is e-government ?

It is the
transformation of government
to provide

**Efficient
Convenient &
Transparent**

Services

to

the ***Citizens & Businesses***

through

Information & Communication Technologies

e-Government is not about 'e'

but about **government !**

e-Government is not about *translating* processes

but about *transforming* processes !

e-Government & e-Governance

e-Government	e-Governance
◆ Transforming Delivery of Public Services	◆ Transforming Citizen-Govt Relationship
◆ Citizen is a recipient	◆ Citizen is a partner
◆ One-way traffic	◆ 2-way communications
◆ Quality of Service	◆ Sense of participation
◆ Administrative	◆ Democratic

**e-Government is about
TRANSFORMATION**

When & Where to Transform?

◆ External Symptoms

- ◆ Outside-In view
- ◆ Long Queues, Tedious Procedures, Silo Approach..
- ◆ Air of Mystification, Unresponsiveness, Corruption

◆ Internal Symptoms

- ◆ Inside-out view
- ◆ Person Dependency, Poor Capacities
- ◆ Outdated Technologies, Non-Value-Add work

Transformation Agenda

Transforming Polity

- Electoral Reform
- Leadership
- Decentralization

Transforming Govt-Citizen Relationship

- Empowerment
- Engagement
- RTI

Transforming Democracy

Transforming Government

Transforming Legal System

- BPR
- Legal Reforms

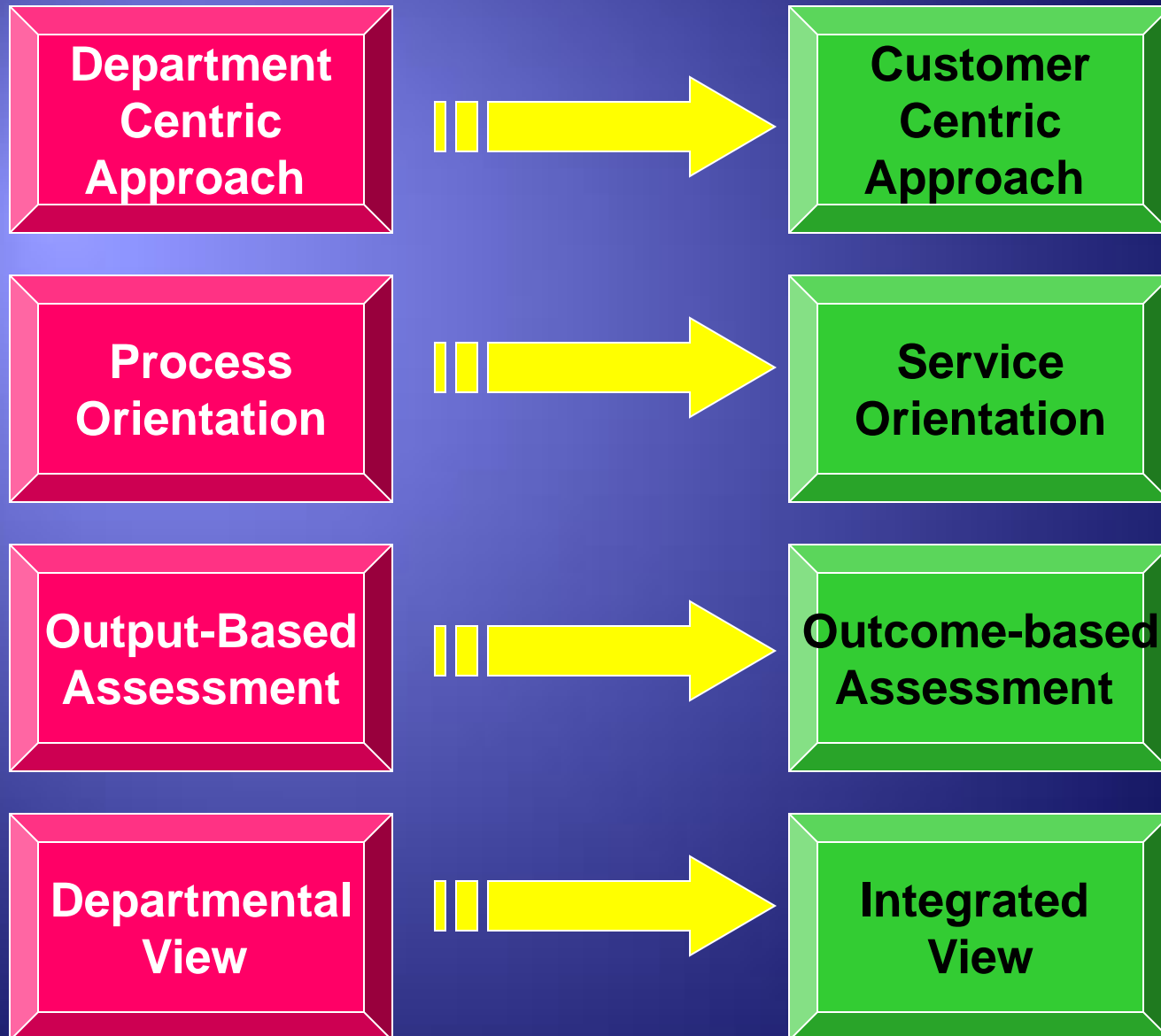
Transforming Civil Service

- Capacity Building
- Accountability
- Diagnostics, Metrics

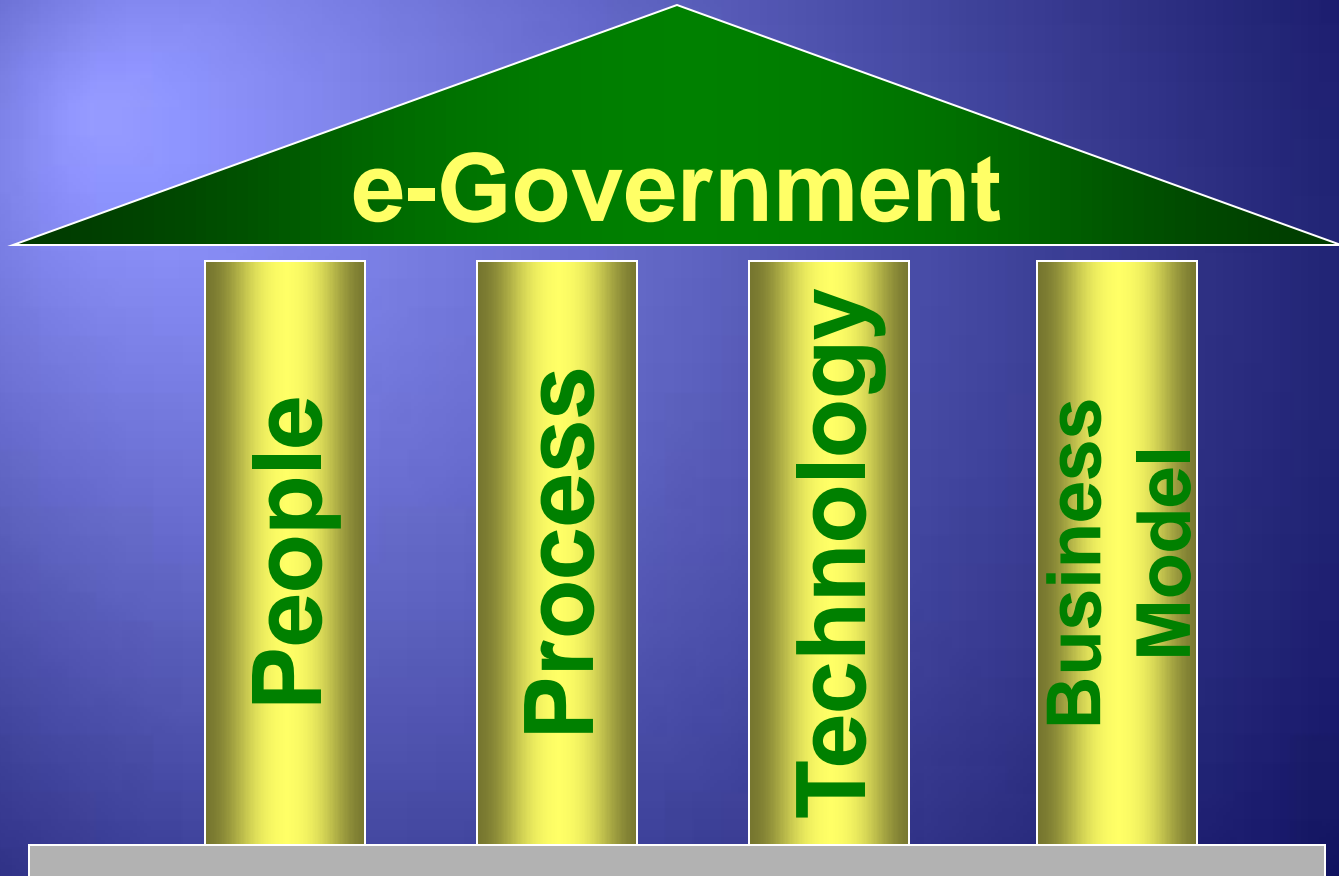
Transforming Service Delivery

- Social Services
- Health, Education
- Food, Water, Energy

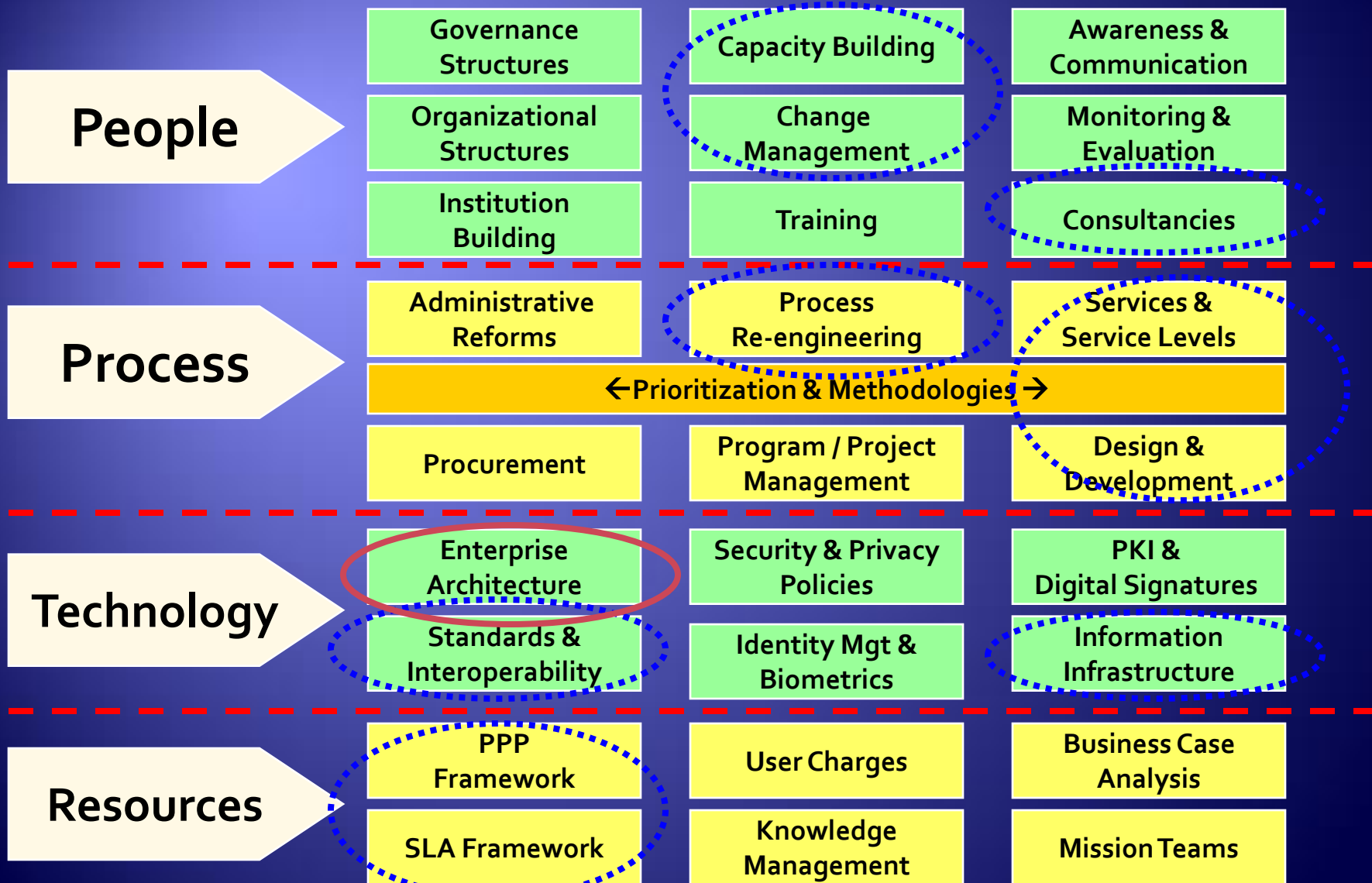
Ingredients of Transformation



The Four Pillars of eGov



The Big Picture of eGov Strategy



Hierarchy of Capacity Needs

Leadership & Vision

- Policy Formulation
- Committing Resources
- Taking hard decisions

Program Development

- Preparing Roadmaps
- Prioritization
- Frameworks, Guidelines

Program Management

- Monitoring Progress
- Inter-agency Collaboration
- Funds Management
- Capacity Management

Project Development

- Conceptualization
- Architecture
- Definition (RFP, SLA...)

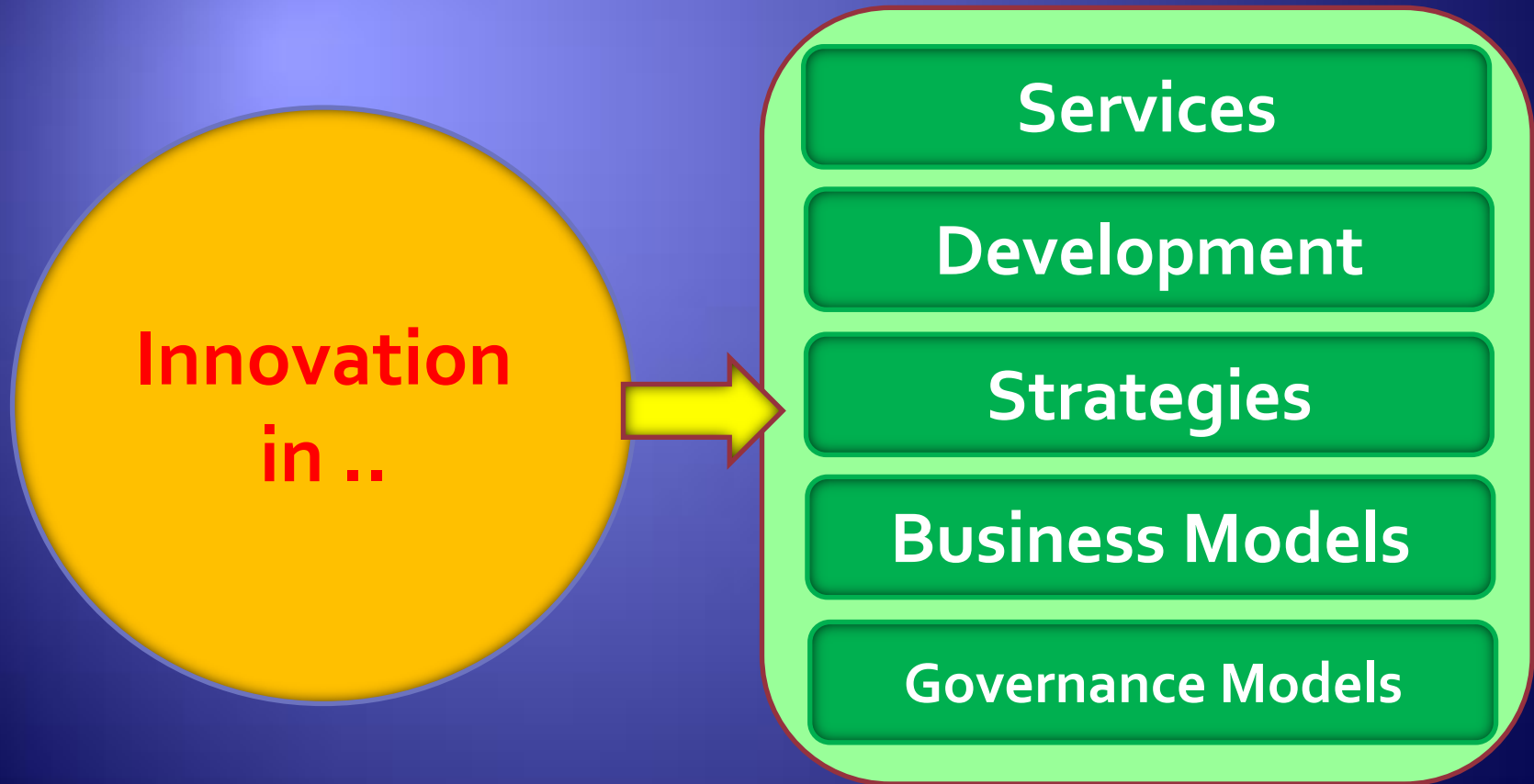
Project Management

- Bid Process Management
- Project Monitoring
- Quality Assurance

Innovation in Governance ...

... an Oxymoron??

Innovation in Governance can be ..



Innovation in Services..

- ◆ Nature of Services – 24x7, mobile
- ◆ Quality of Services - Quantity
- ◆ Integrated Services – Govt joins up
- ◆ Shared Services – cost-effective
- ◆ Delivery of Services – one-stop-shop

- ◆ ***Service-less*** Services !

Innovation in Development..

- ◆ Infrastructure-led Development
- ◆ Smart Cities
- ◆ Green Development
- ◆ Development through Self-help
- ◆ Private-led Development

- ◆ ***Technology-led*** Development!

Innovation in Strategies..

- ◆ Centralized Planning, Decentralized Implementation
- ◆ Cloud First
- ◆ Shared First
- ◆ Future First
- ◆ **Clean Slate** Planning !

Innovation in Business Models..

- ◆ Public Private Partnership
- ◆ Co-Development
- ◆ Crowd-sourcing
- ◆ **CaaS** – Content as a Service

Innovation in Governance Models..

- ◆ Less Governance
- ◆ Mission Approach
- ◆ Enterprise Architecture
- ◆ Citizen Engagement
 - ◆ Leveraging Social Media
- ◆ ***Dashboard-led*** Governance !

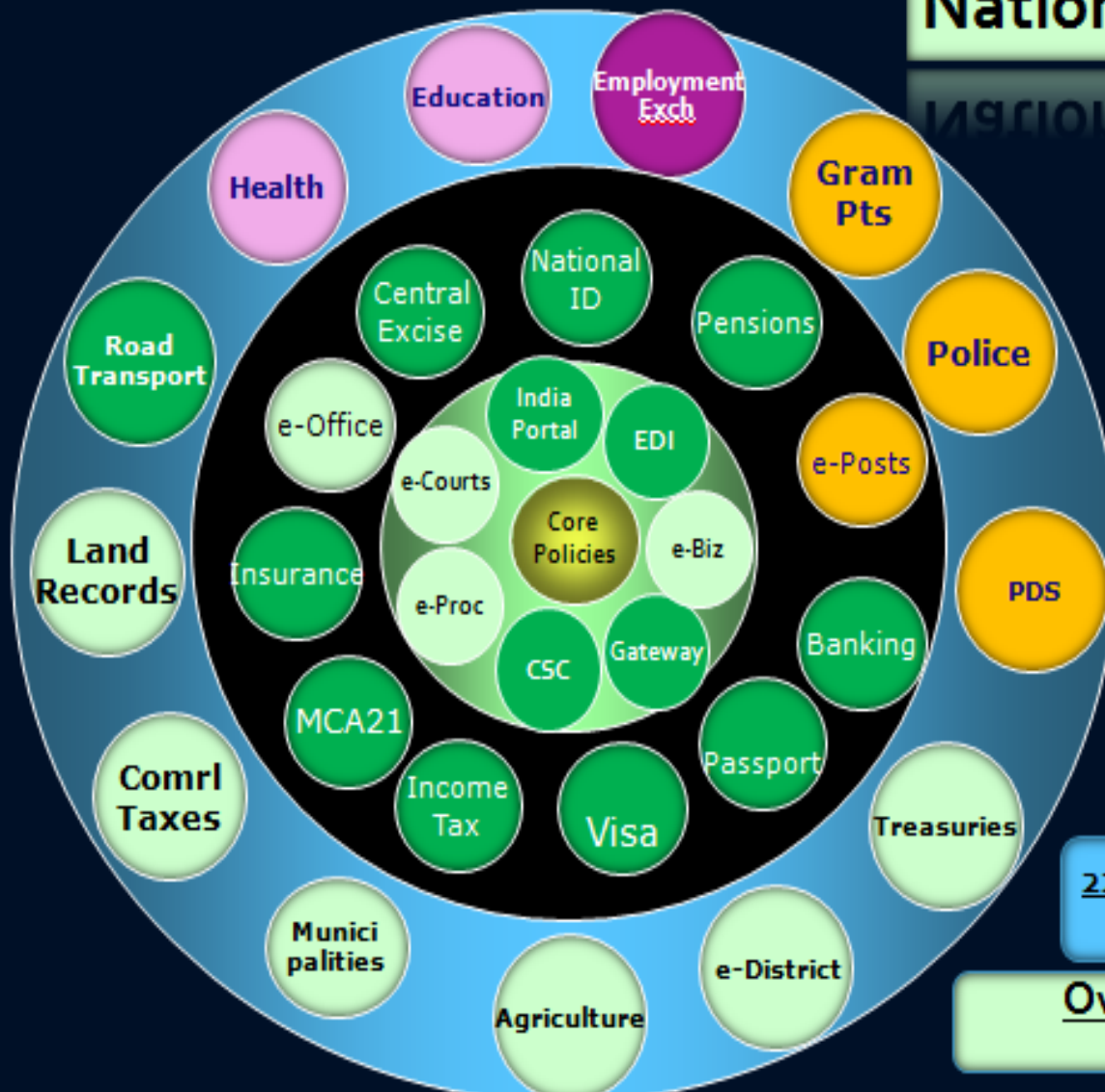
National e-Governance Plan

NeGP Vision

"Make all Government services accessible to the common man in his/ her locality"

Current Status of NeGP

National e-Governance Plan



- 14** Providing Services
- 10** Providing services partially
- 4** Under Implementation
- 1** Design & Development
- 2** At Scoping Stage

222 Services provided (out of 252 planned)
(87 Central, 101 State, 34 Integrated)

Over 11 Cr/month e-Transactions
(Nov'13 – Jan'14)

MCA21 – Corporate Affairs go paperless !

1.6 mil filings per year

All 8 envisaged services are live

100% stakeholder interfaces online

Partial PPP model adopted

The screenshot displays the MCA21 website interface. At the top, it features the Ministry of Corporate Affairs logo and the MCA21 'Service Transformation' logo. The tagline 'Empowering Business, Protecting Investors' is followed by the roles 'Regulator • Integrator • Facilitator • Educator'. A navigation bar includes 'Home', 'Services', 'Legislation', 'Information', and 'Help'. Below this, four main service buttons are visible: 'Register a New Company', 'Change Company Information', 'Compliance/Approval Filing', and 'Close a Company'. The main content area is divided into several sections: 'Important Information' with links for eFiling, digital signatures, and annual filings; 'User Complaints & Grievances'; 'Verify Digitally Signed Certificate'; 'Quick Links' for DIN, digital signatures, transaction status, master data, payment status, certified copies, and complaint status; 'Stamp Duty payable for reg'; 'Latest Happenings' featuring an XBRL mandate and company growth statistics; 'The Companies Bill, 2012 as passed by Lok Sabha on 18th December, 2012' with a download link; 'Notice' section; and 'Important Notices' for Form-8 filing. On the right side, there are links for 'Login', 'Company Forms Download', 'LLP Forms Download', 'Prerequisite Software for eFiling', 'Call US' with contact numbers, and 'Important Links' for physical copies, digital certificates, defaulters, dormant lists, and investor complaints.

Passport made simple !!

- ❑ 77 Passport Service Centres operational
- ❑ 30,000 appl. processed online per day
- ❑ Visit by appointment online
- ❑ 90 mil records digitized



e-TAAL

www.etaal.gov.in

'We can manage what we can measure'

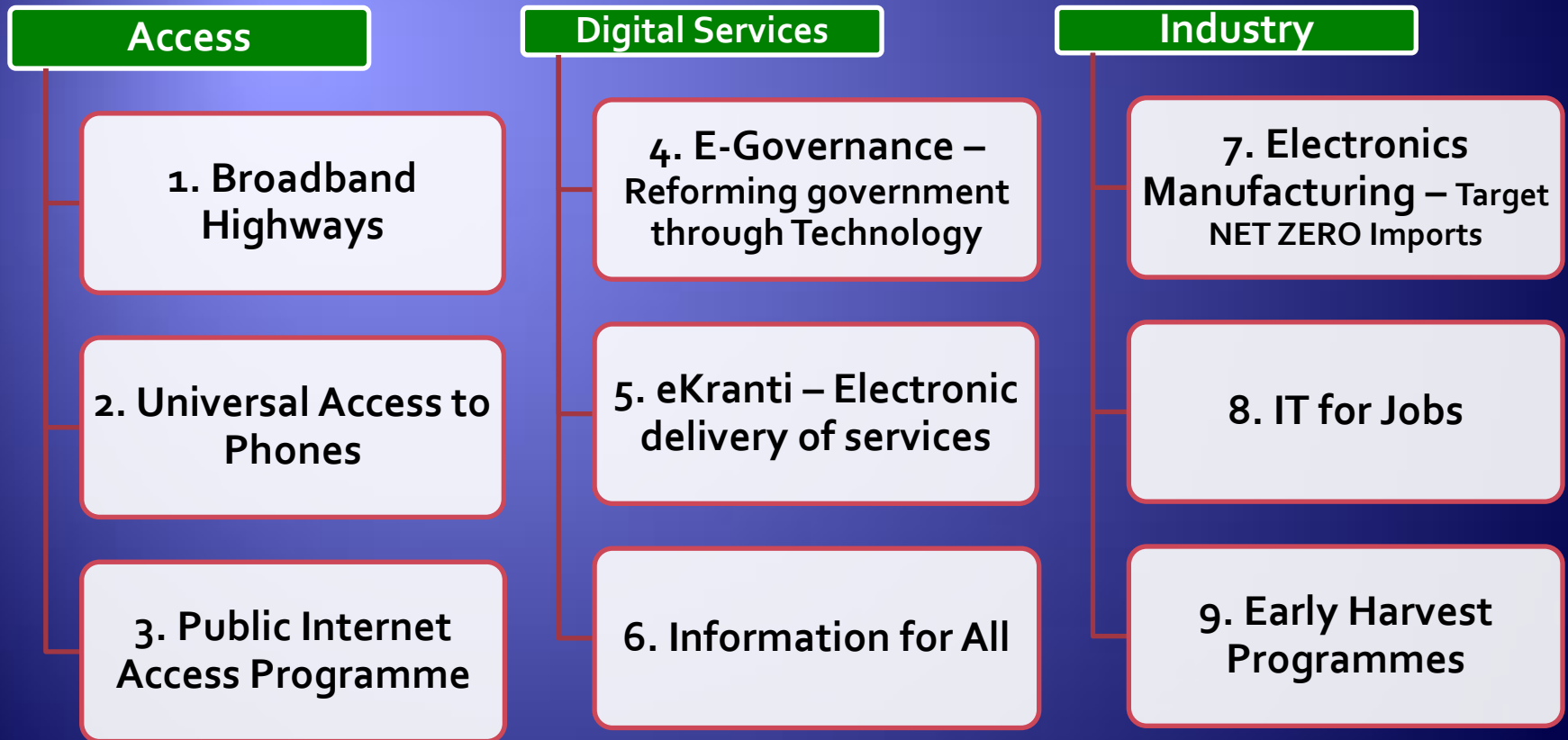
- ◆ e-TAAL aims to measure volume of e-Transactions in real-time
 - e-Transactions Aggregation & Analysis Layer
- ◆ e-TAAL is a national portal, that connects all eGov portals
 - all National & State portals that provide G2C Services
- ◆ Enables Ministries/ States / Departments to monitor e-Transactions in real-time
- ◆ Over 3 Bil transactions recorded in 2013

Mobile Seva

(Mobile Services Delivery Gateway)

- ◆ Framework for Mobile Governance notified in Feb. 2012
- ◆ 1025 Central/ State Govt. Depts. connected to m-Seva
 - ✓ Short Codes 166 & 51969 operational
- ◆ Progress in m-Transactions
 - PUSH SMS: 964 mil SMSes sent (as of 12 June 14)
 - PULL SMS: 325 s unique services operational
 - 27 mil SMSs pushed
- ◆ Mobile App Store operationalised in January 2012
 - 301 live & fully integrated mobile Apps hosted
 - Over 192,000 downloads by citizens

Nine Pillars of Digital India



Role of Enterprise Architecture in Transformation

- *the AP Experiment*

WHAT is Enterprise Architecture?

- ◆ A holistic framework for **Transformation**
 - ◆ taking **Whole-of-Enterprise**
- ◆ Aligns IT deployments to
 - ◆ Enterprise Vision, Goals & Strategies
 - ◆ **Desired Outcomes**
 - ◆ Relies on **Standardization & Integration**
- ◆ Allows changes with Technology Developments

4 Components of EA

- Business Architecture
 - Vision, Goals, Organization & Process Transformation
- Data Architecture
 - Data Standards, Data Management, Data Security
- Application Architecture
 - Interoperability, Integration, Re-use
- Technology Architecture
 - Software, Hardware, Networks, Standards

Citizen Interface

GROUP APPLICATIONS

Content Management

Sector Promotion

Land Management

Project Management

Social Benefits

SEVEN MISSIONS

Primary

Social

Skills

Service

Industry

Infrastructure

Urban

All Other Agencies

Cross-cutting Services

e-Biz, ICJS, Disaster Mgt, Nutrition, EMS..

Enterprise Application Architecture

CORE Dashboard

KM

e-Office

State Portal

e-Cabinet

Productivity

HRMS

Financial Mgt

Logistics

e-Procurement

Litigation Mgt

Establishment

Land

People

Entities

GIS

Core Data

Security

e-Mail, VC

Identity & Access Mgt

Mobile Gateway

Payment Gateway

Social Media Gateway

Support

Data Centre

Cloud

WAN

LAN & WiFi

e-Service Delivery

Infrastructure

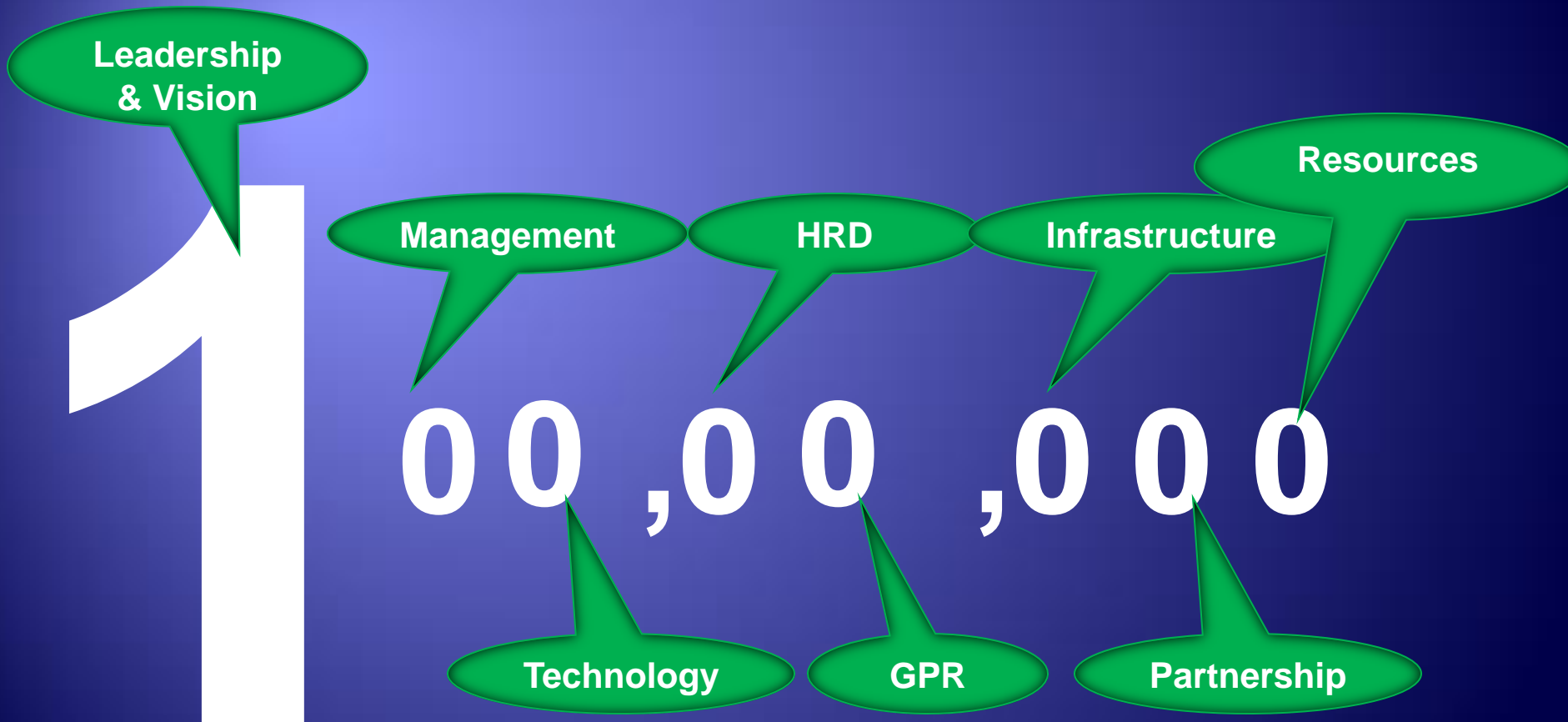
e-Highway

i3

Critical Success Factors

- Visionary Leadership
- Holistic Approach
- Process Reforms
- Capacity Building
- Change Management
- Sustained Effort
- Partnerships
- Speedy Procedures

Value of Zero !!



Thank You

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