Importance of e-Governance

Sridevi Ayaluri

5 megabyte hard drive being shipped out, IBM 1956.

2015….

Digital India
Power To Empower

2001 - 2014 phase

Government services now at
your fingertips
m Governance
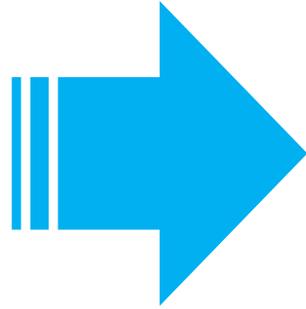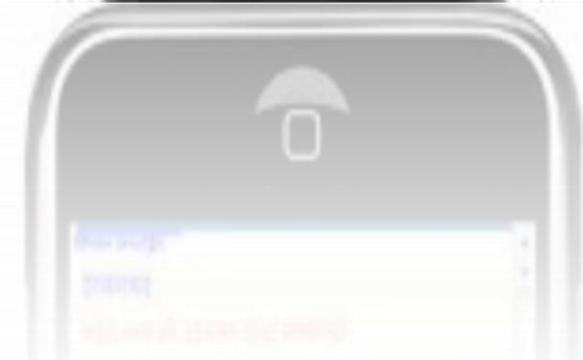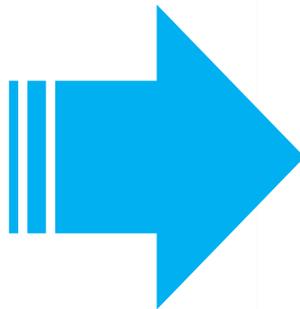
1980 - 2000 phase
Computerization

e-Governance
Reaching the
Unreached

keypoints

De-mystifying e-Governance

e-Governance stories from India

Challenges & Issues when implementing e-Governance

National eGovernance Plan

Moving towards Digital India

Is Computerization, same as e-Governance
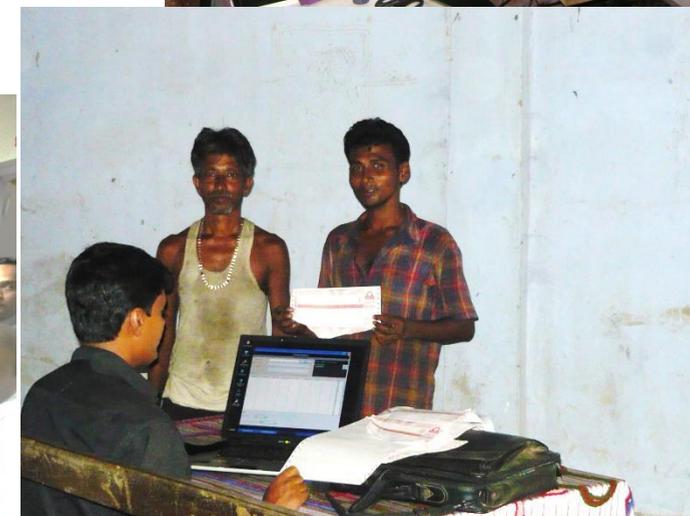
In **Computerization**, when designing the question asked was **"HOW"**

In **e-Governance** the question asked is **"WHY"**
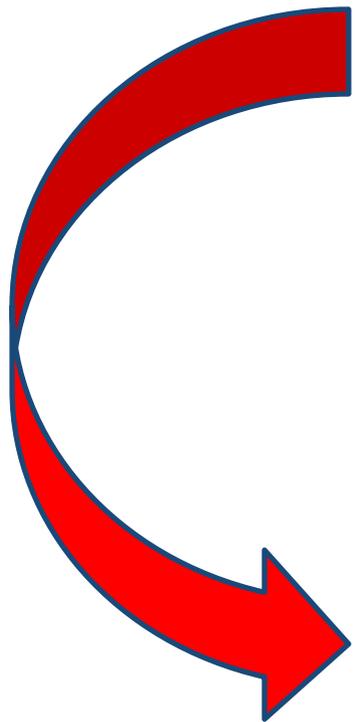
So what is e-Governance ?

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

Typical Bangalore One Centre

Multiple delivery channels Encourage Entrepreneurs
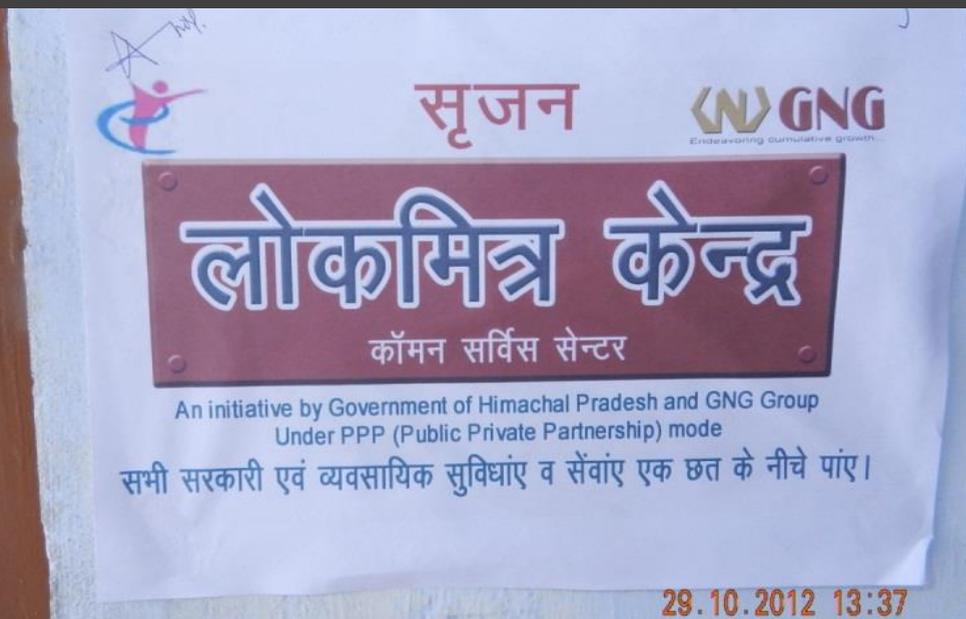
Panchayat level Service delivery

Financial Inclusion

भारतीय स्टेट बैंक की सेवायें

व्यवसाय प्रतिनिधि के अंतर्गत

- बचत खाता
- चालू खाता
- आवर्ति जमा
- सावधि जमा
- किसान क्रेडिट कार्ड
- किसान गोल्ड कार्ड
- कृषि सावधि ऋण
- लघु सिंचाई योजना
- भूमि सुधार पर ऋण
- डेयरी प्लस ऋण
- डॉक्टर ऋण
- ग्रामीण भण्डारण योजना
- आवास ऋण
- ग्रामीण आवास ऋण
- कार ऋण
- दो पहिया वाहन ऋण
- लघु माध्यम उद्योग पर ऋण

Business Correspondent

AISECT
Education. Empowerment. Enterprise.

Financial Inclusion

Disbursement of Payments in Rural
Account Opening and Payments

Social benefits to Citizens

Reaching out to Farmers

Minority Cyber-Gram

seeks to benefit minority student, youth, girls, women, men and others

Ministry of Minority Affairs
Govt. of India

Impart digital literacy and skills
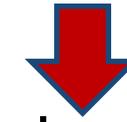
education, health, livelihood, employment, financial inclusion & social security

launched at Chandauli Village , Alwar District, Rajasthan during 2014-15

Prisons

Prisoners Work Allotment and Monitoring

Passport Seva — Service Excellence

Help us serve you better

Citizen Centric services
Congenial environment
Transparency
Speeding delivery
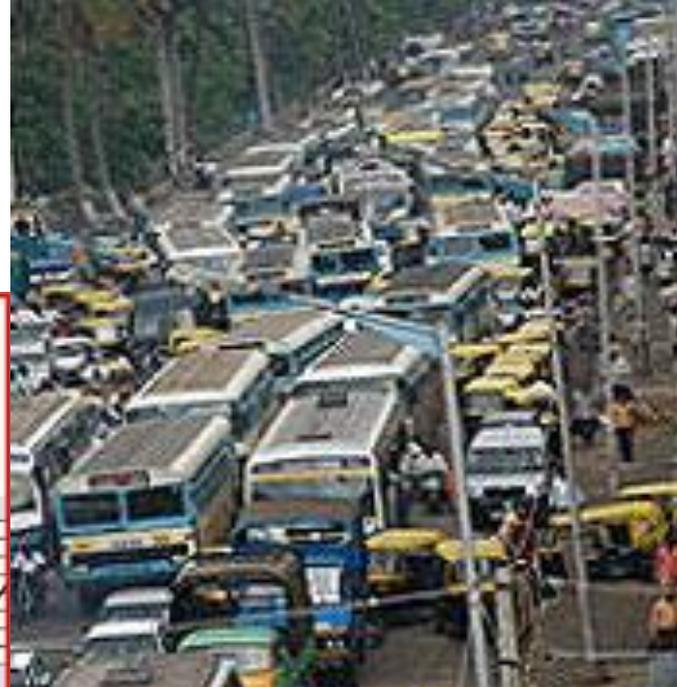
WAY TO B&C COUNTERS

Child Care

Brewberrys Snack Bar
Puff Burger
Tea
Sandwiches Refreshing Drinks
Cappuccino

Traffic Management

Bangalore Traffic digital cameras and CCTV surveillance

How One Whatsapp Group of Farmers in Rural Maharashtra is Trying to Change Indian Agriculture for Good

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.

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.

"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.

बळीराजा 🌾🌱
Amol, Ashu, Baliraja, Baliraja, Baliraja ...
7:22PM

Baliraja Pravin Nasik Ojha Mig
सुजय भाऊ जुकीनी चा वापर कशा साठी करतात ????
7:26PM

Baliraja Sujay Ekambe Satara
कॉन्टिनेंटल वेजिटेबल आहे 5 स्टार होटल मदे वापरतात
7:27PM

Baliraja Pravin Nasik Ojha Mig
मार्केट बरी असते का ??
आणि विक्री कुठे करतात ????
7:27PM

Baliraja Sujay Ekambe Satara
Market limited ahe mumbai made kahi vyapari ahet sadhya 40 ru rate ahe
7:28PM

Baliraja Yunus

United Nations — Department of Economic and Social Affairs

India's global ranking in The United Nations Global e-Government Survey 2016 , stands at 107 out of 193 countries!

Composite index of :
Web measure, Infrastructure & Human Capital

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

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

Research study for Developing Countries
by Prof Richard Heeks, MIT

Most Failures are rooted in improper Project Conceptualization & Project Management

Designing meaningful e-Governance initiatives

e-Government

Category of Services

Illustration of G2C Services

- **School Admission**
- **Scholarships**
- **e-Learning**
- **Examination Results**

- **Employment Services**
- **Vehicle Registration**
- **Driver's License**
- **Passport/Visa**

- **Agriculture**
- **Land Record**
- **Property Registration**
- **Marriage Certificates**
- **Taxes**
- **Utility Services**
- **Municipality Services**

- **Birth Certificate**
- **Health Care**

- **Pensions**
- **Insurance**
- **Health Care**
- **Death Certificate**

Child

Student

Family

Old age

… from cradle to grave

Illustration of G2B services
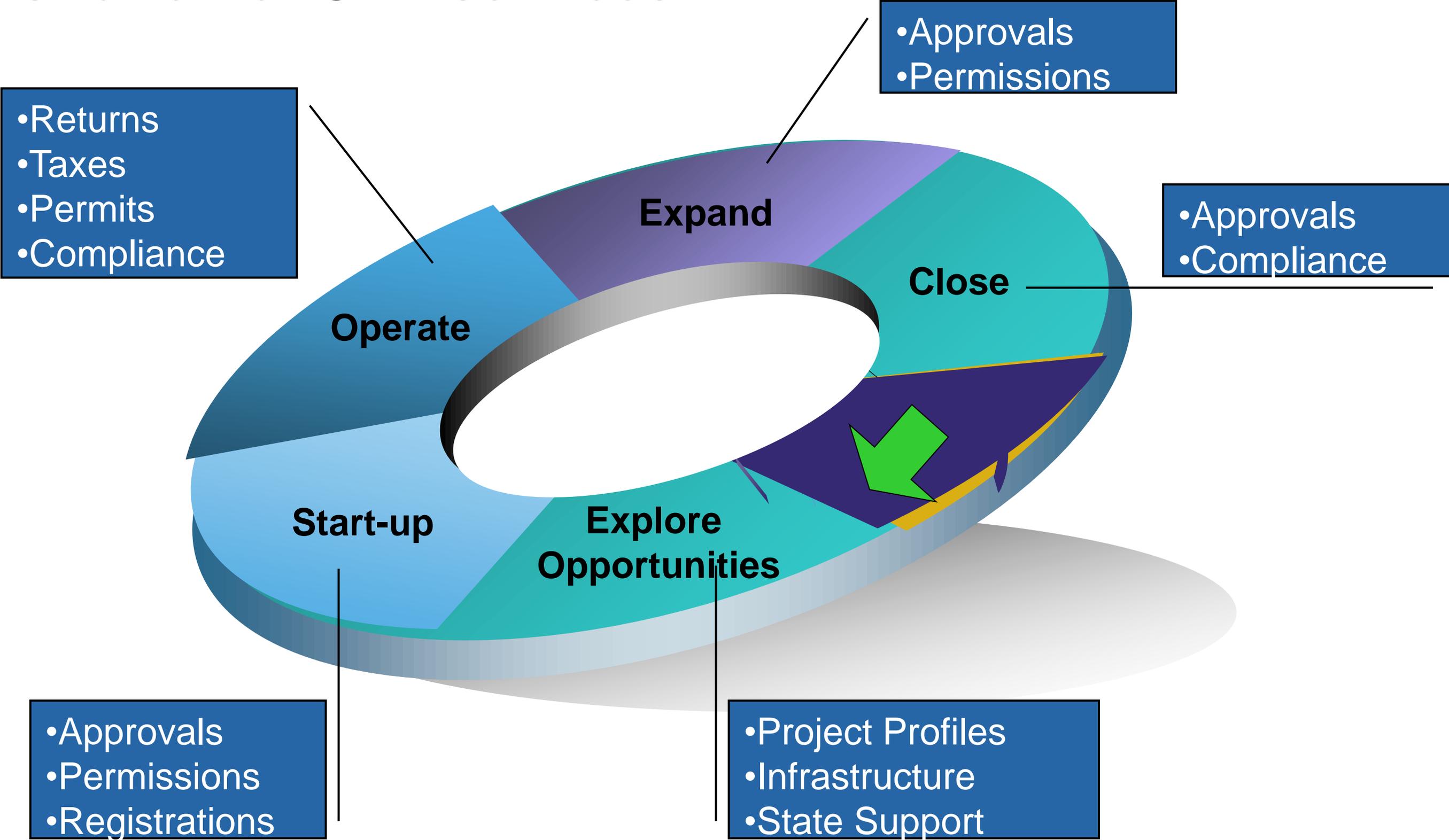
Illustration of G2G/G2E Services

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
on •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
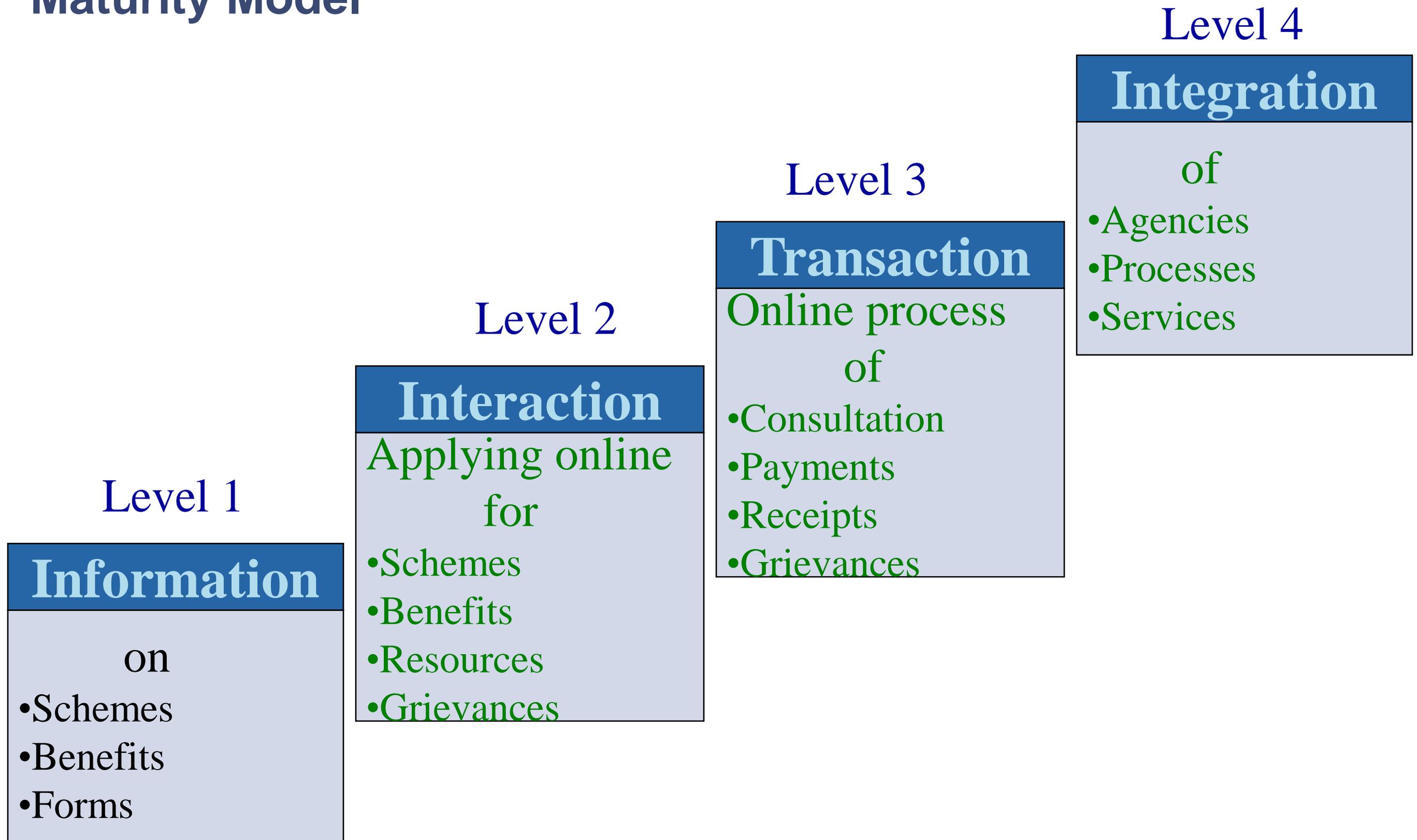
Good Governance

e-Government | e-Governance

Citizens | Businesses | Government | Others

Four Pillars

- Process
- People
- Technology
- Resources
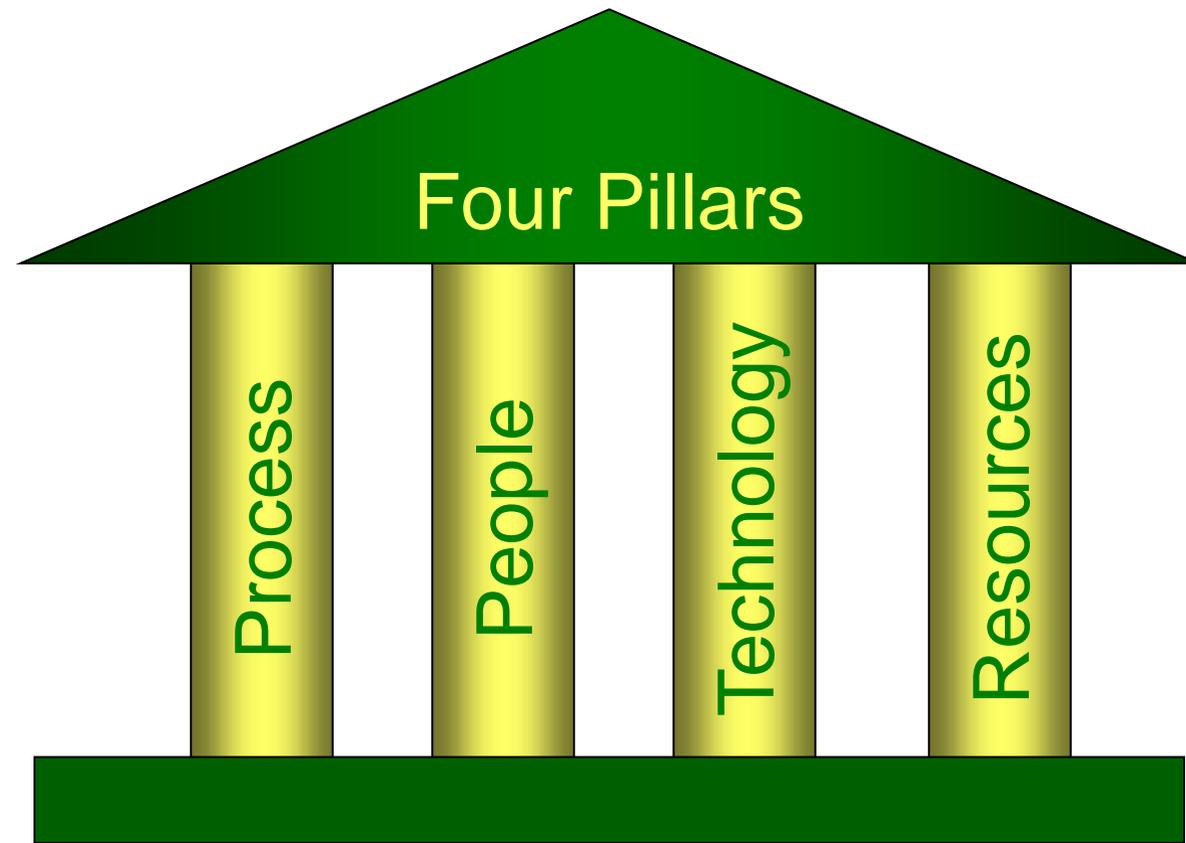
4 Key Questions to be addressed

➡ WHAT do we want to *Achieve* ?

➡ HOW do we want to *Implement* ?

➡ WITH WHAT resources ?

➡ WHO will be responsible ?

Transparency	Accountability	Responsiveness	Efficiency	Participation	Connected

Front End – Citizens/Businesses/Employees/Government interact with Government
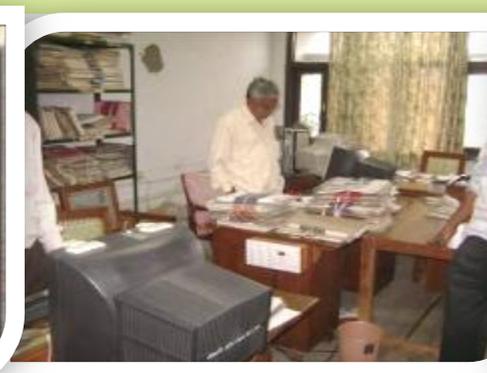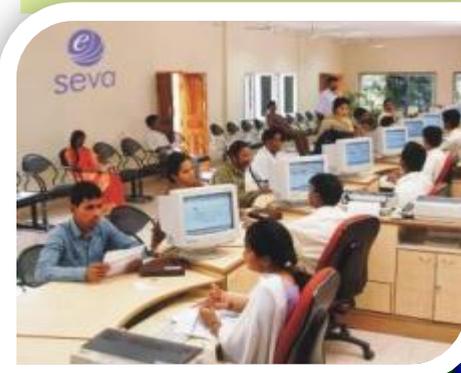
Back End – Working within Government

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

Lower cost and much greater efficiency

New channels to access information and advice

Services targeted at particular citizen segments

Meeting citizen and market expectations

New delivery partners

Improved citizen choice

Rationalise back-office functions

Demonstrate better value for money

Public Private Partnerships

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 -
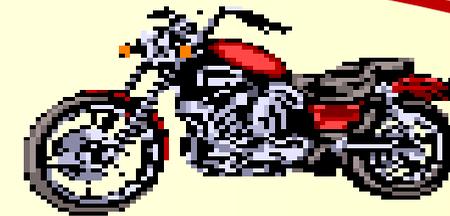
What the timescale allowed for -
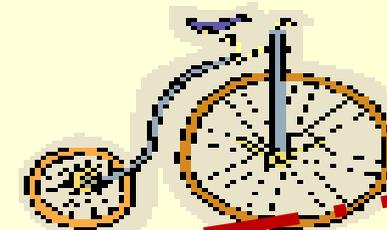
What the technician designed -

What the user finally got -

Enablers
of e-Government

Technology

People
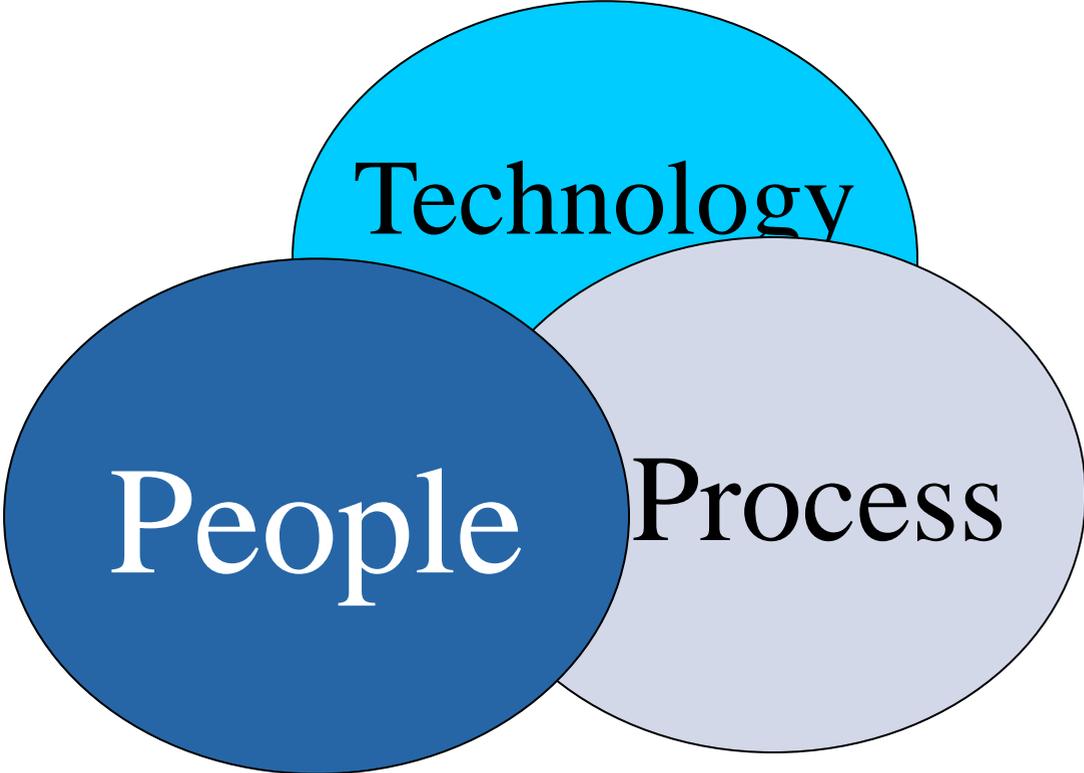
Process

20 % Technology

35 %   Business Process Reengineering

40 % Change Management

5% Luck !

Enablers of e-Government
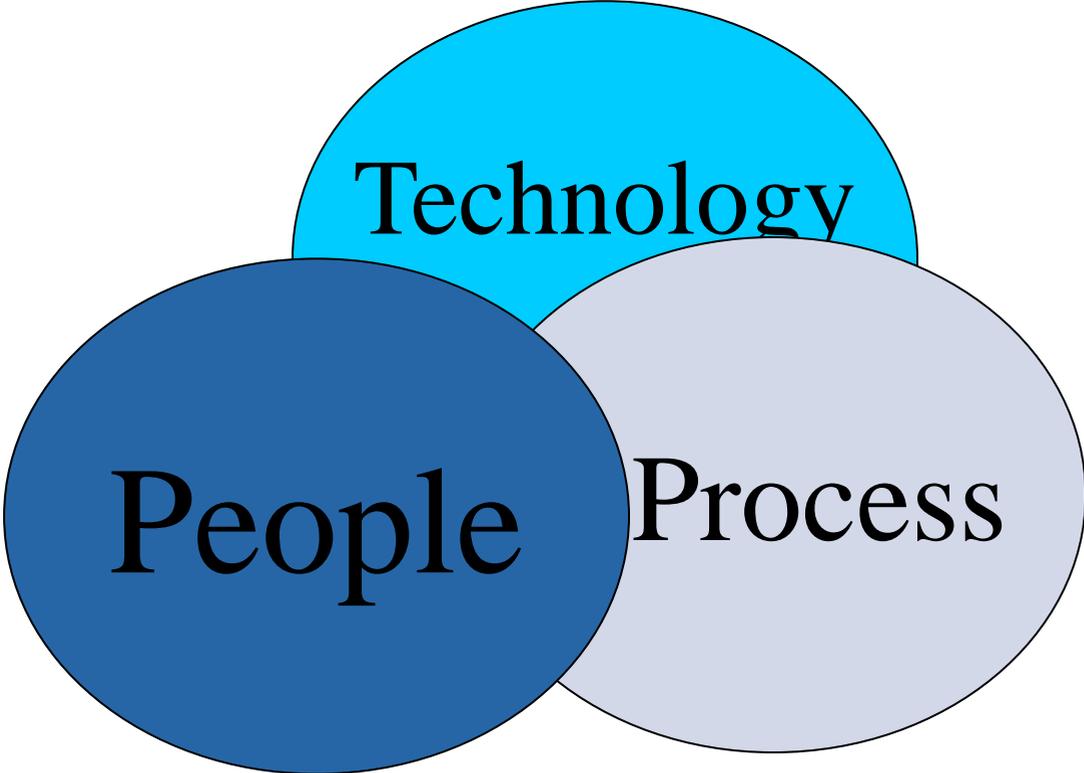
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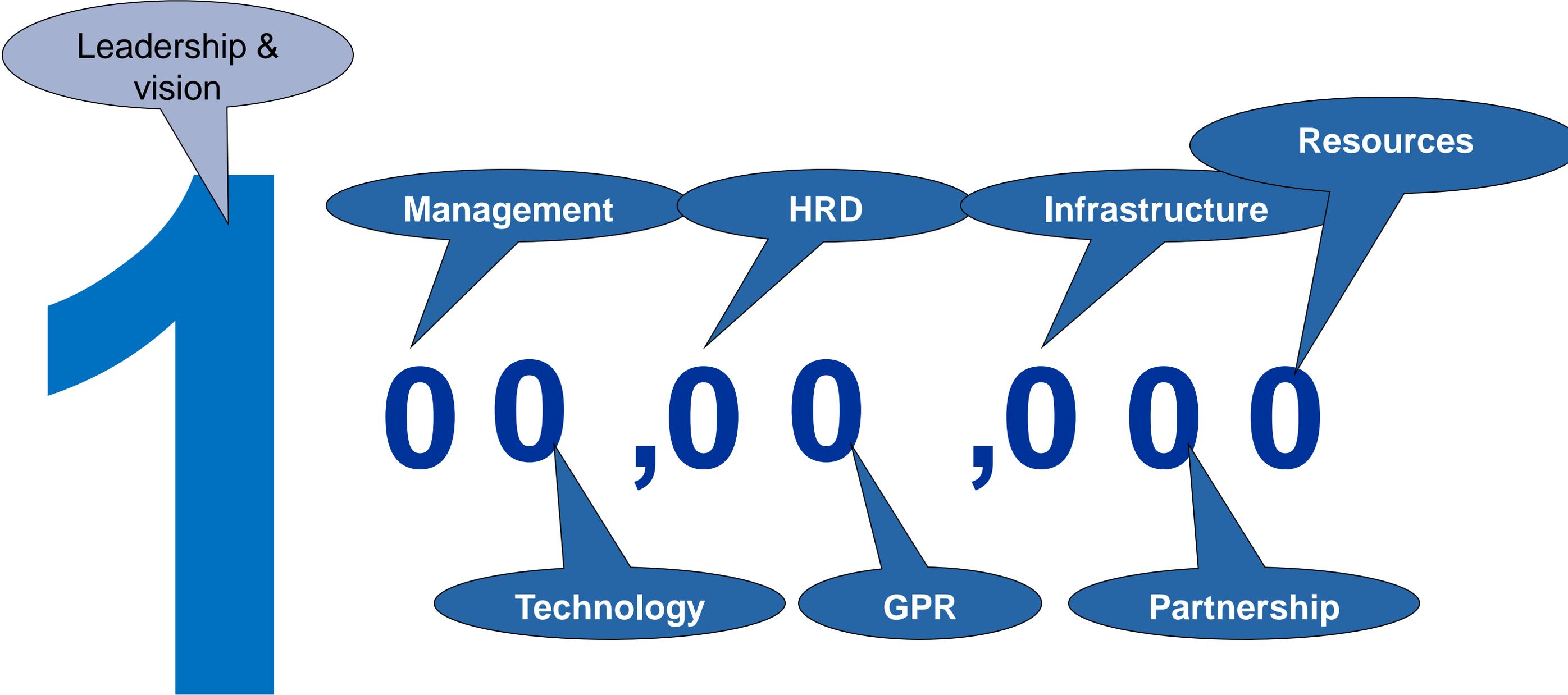
National eGovernance Plan-NeGP

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

National e-Governance Plan
राष्ट्रीय इ-गवर्नेंस योजना
Public Services Closer Home

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

NeGP Coverage..

– 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….

SDC

SWAN

State Data Centers

Internet

Connectivity / SWAN

27 MMPs For Service Delivery

Common Services Centers

100,000 CSC

The Three Pillar Model of The National e-Governance Plan
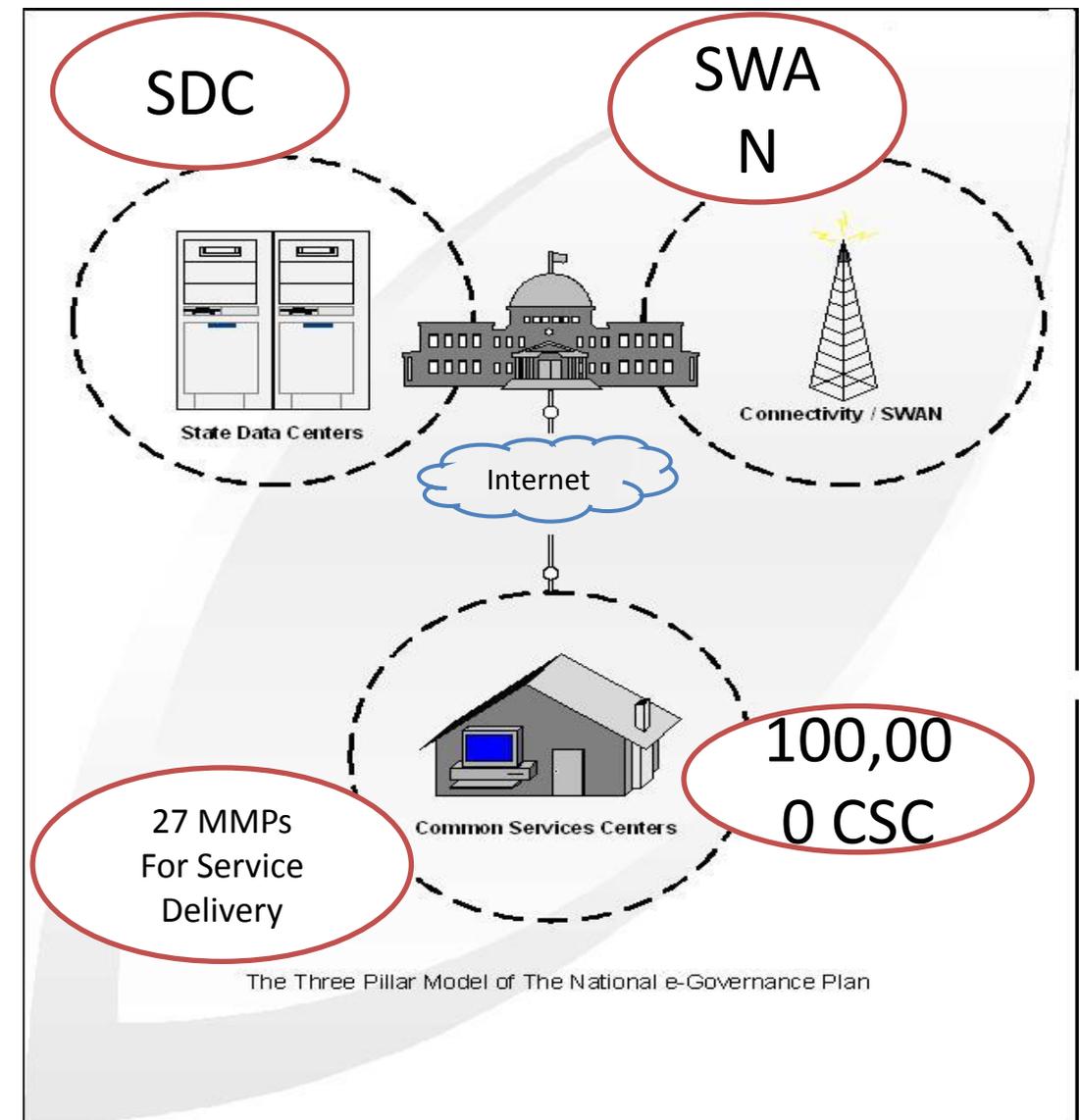
Central MMPs	Integrated Projects	State MMPs
Income Tax 2. Central Excise 3. Passports 4. Visa/Immigration 5. MCA 21 6. National ID / UID 7. Pensions 8. e-Office 9. Banking 10. Insurance	1. e-Biz 2. EDI 3. India Portal 4. CSC 5. NSDG 6. e-Courts 7. e-Procurement	1. Agriculture 2. Land Records 3. Transport 4. Treasuries 5. Commercial Taxes 6. Gram Panchayat 7. Municipalities 8. Police - CCTNS 9. Employment Exchange 10. e-District
NeGP COMPONENTS		
1. Policies, Standards and Guidelines 2. Infrastructure (SWAN, CSCs, SDC) 3. Support Infrastructure	1. Capacity Building and Training 2. Awareness & Assessment 3. Technical Assistance	

Mission Mode Projects – Central Government

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

Mission Mode Projects – State Government

#	Projects	Line Ministry/Department
1.	Land Records	Ministry of Rural Development
2.	Road Transport	Ministry of Road Transport & Highways
3.	Agriculture	Department of Agriculture & Cooperation
4.	Treasuries	Ministry of Finance
5.	Municipalities	Ministry of Urban Employment and Poverty Alleviation
6.	Gram Panchayats	Ministry of Panchayati Raj
7.	Commercial Taxes	Ministry of Finance
8.	Police	Ministry of Home Affairs
9.	Employment Exchanges	Ministry of Labour & Employment
10.	E District	Department of Information Technology

Mission Mode Projects – Integrated Services

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

Key Implementation Considerations

Common Support Infrastructure

Governance (institutional structures for implementation)

Centralized Initiative, Decentralized Implementation

Public-Private Partnerships

Integrative Elements

Programme Approach at the National and State levels

Facilitatory role of DIT

Ownership of Ministries

Key Implementation Considerations

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.

Integrative Elements

Adoption of unique identification codes for citizens, businesses and property is to be promoted to facilitate integration and avoid ambiguity.

Programme Approach at the National and State levels

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

- 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
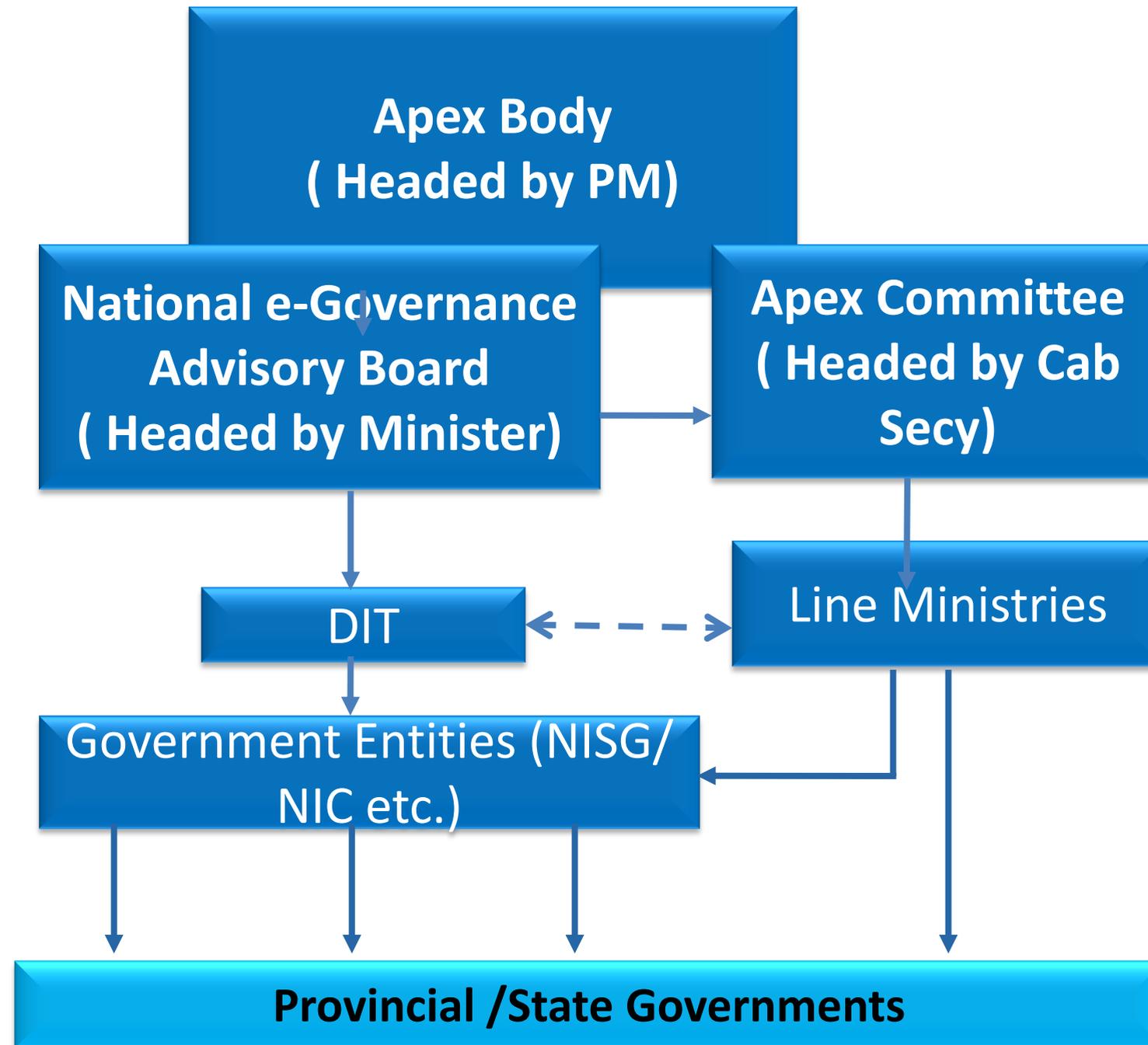
Organizations supporting NeGP Implementation

DIT

- **NIC**
- **CCA**
- **STQC**
- **CDAC**
- **NeGP PMU** ← **NISG**

NeGP PMU →
- Core Infrastructure Projects
- 27 MMPs

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
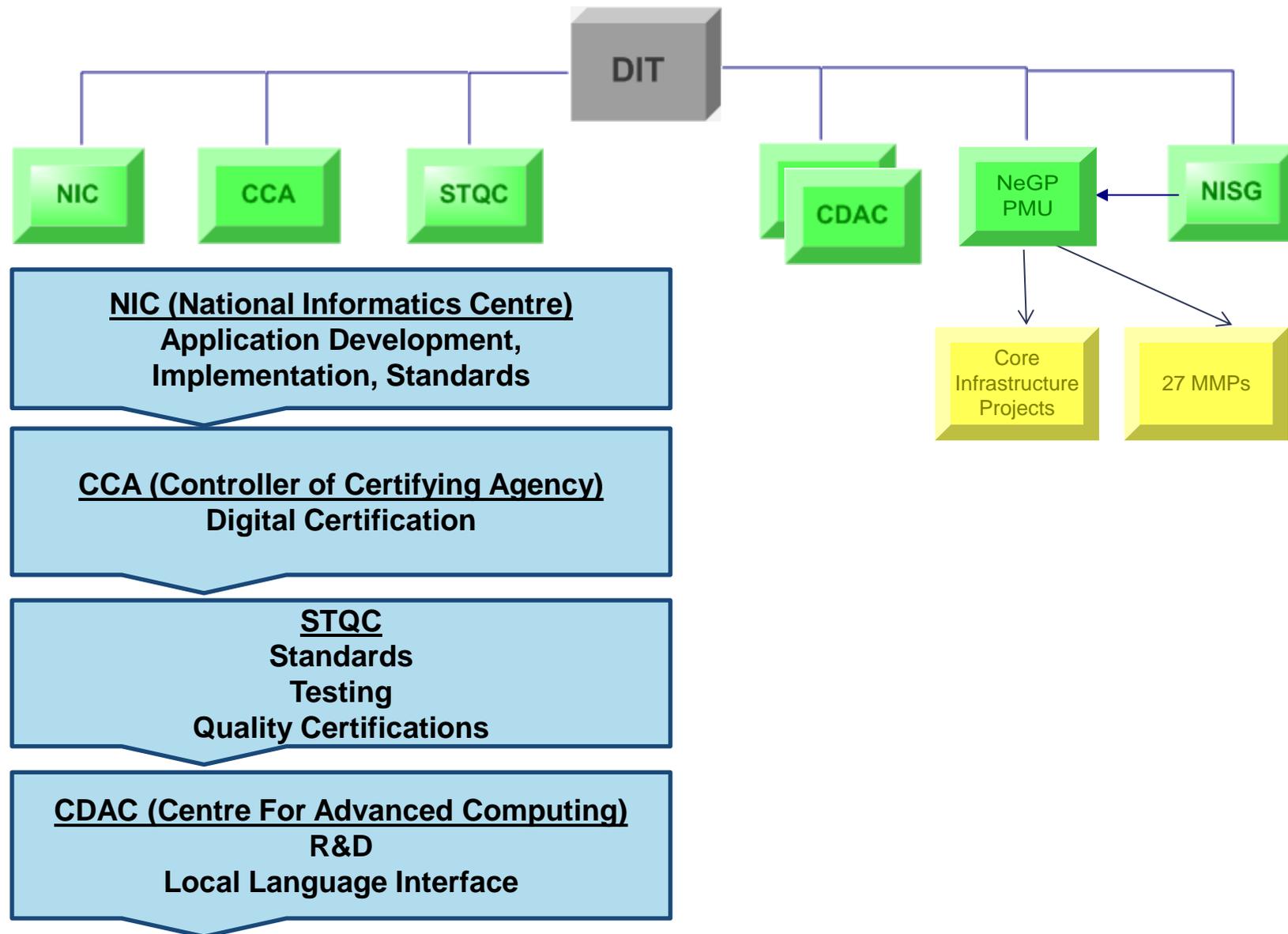
Role of DIT in NeGP Implementation

- 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
Power To Empower

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**

IT + IT = 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

**Infrastructure
as a
Utility
to
Every Citizen**

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

Governance & Services On Demand

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

Digital Empowerme nt of Citizens

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
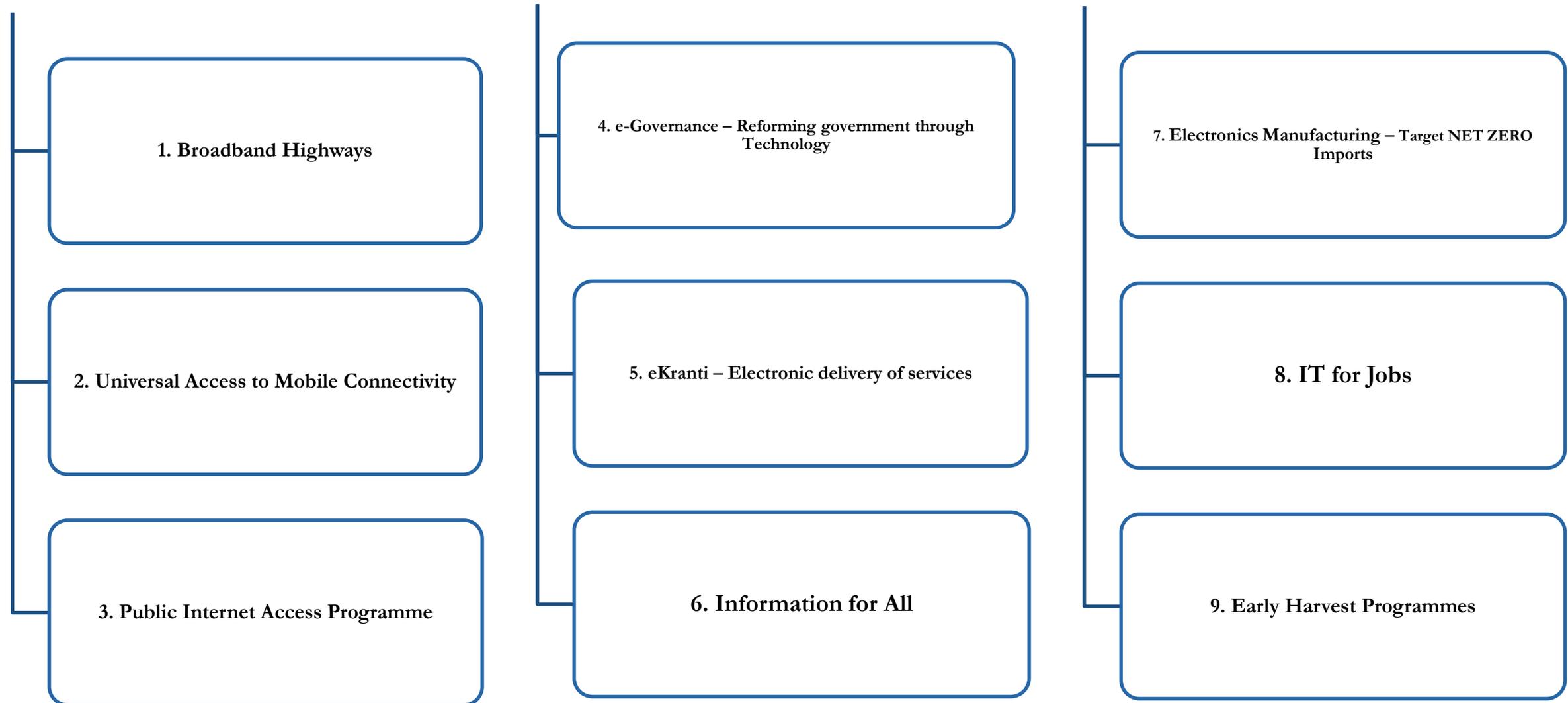
Pillar 1. Broadband highways

Broadband for all Rural	• Coverage: 250,000 GP • Timeline: December 2016 • CAPEX: Rs 32,000 Cr • Nodal Dept: DoT	1yr: 50,000 GP 2yr: 100,000 GP 3yr: 100,000 GP
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

Universal Access to mobile connectivity

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

<u>Ongoing Programme</u>
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

e-Kranti (NeGP 2.0)

- Mandatory Government process Reengineering
- Integration of Government applications and databases
- Optimal utilization of emerging technologies

- 44 Mission Mode Projects

- Technology for Education, Health, Planning, Farmers, Security, Financial Inclusion, Justice, Security

Pillar 6. Information for all

Easy access to information

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

Information For All

Citizen Engagement & Participaton

- 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

ELECTRONICS INDIA
Billion Needs Million Chips
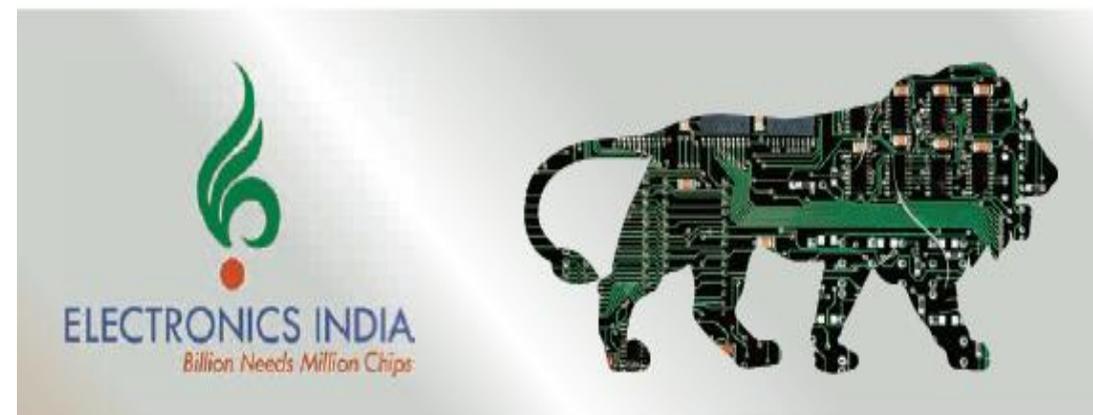
Pillar 8. IT for jobs

Train people in smaller towns & villages for IT sector jobs

Coverage: 1 Crore students
Timeline: 5 years
Nodal Agency: DeitY

New
Scheme
IT ready workforce

IT/ITES in NE

- **Scope: Setting up of BPO per NE State**
- **Coverage: NE States**
- **Nodal Agency: DeitY**

ICT enabled growth in NE

Train Service Delivery Agents to run viable businesses delivering IT services

- **Coverage: 3,00,000**
- **Timeline: 2 Years**
- **Nodal Agency: DeitY**

Ongoing

Skilled VLEs and Viable CSCs

Telecom service providers to train rural workforce to cater to their own needs

- Coverage: 5,00,000
- Timeline: 5 Years
- Nodal Agency: DoT

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

School Books to be eBooks

National Portal for Lost & Found

Public wifi hotspots

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

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

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

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 hospital 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

National Scholarships Portal
Department of Electronics & Information Technology
Ministry of Communications & IT, Govt. of India

Evolution of e-Governance in India
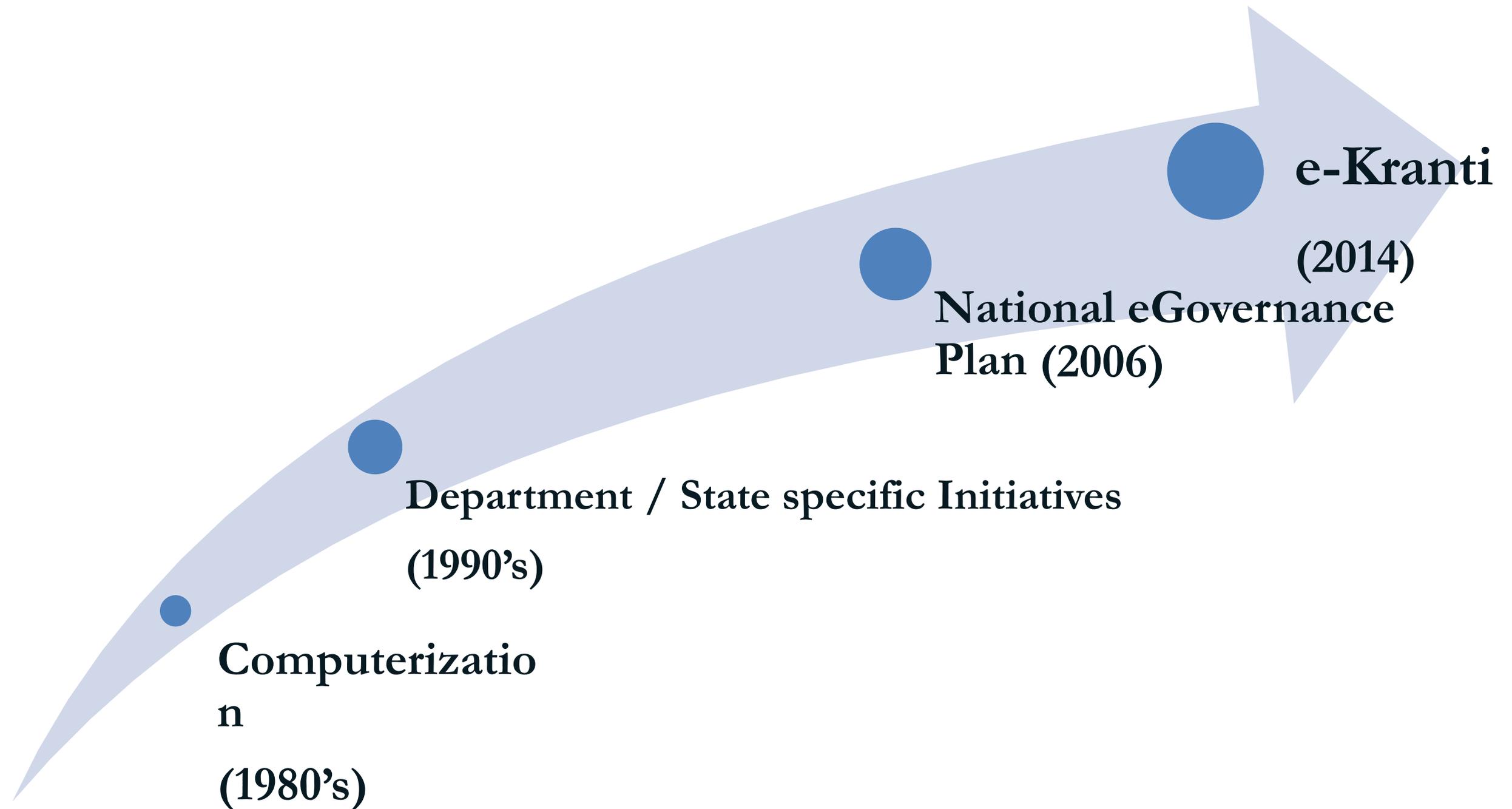
e-Kranti
(2014)

National eGovernance
Plan (2006)

Department / State specific Initiatives

(1990's)

Computerizatio
n

(1980's)

राष्ट्रीय इ-गवर्नेंस योजना
National e-Governance Plan

Public Services Closer Home

Specialized Training
STeP
for e-Governance Programme

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"

National e-Governance Plan

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 25th March, 2015

- Programme Management Structure and implementation approach aligned with Digital India programme.

- 13 new MMPs included.

Status of MMPs
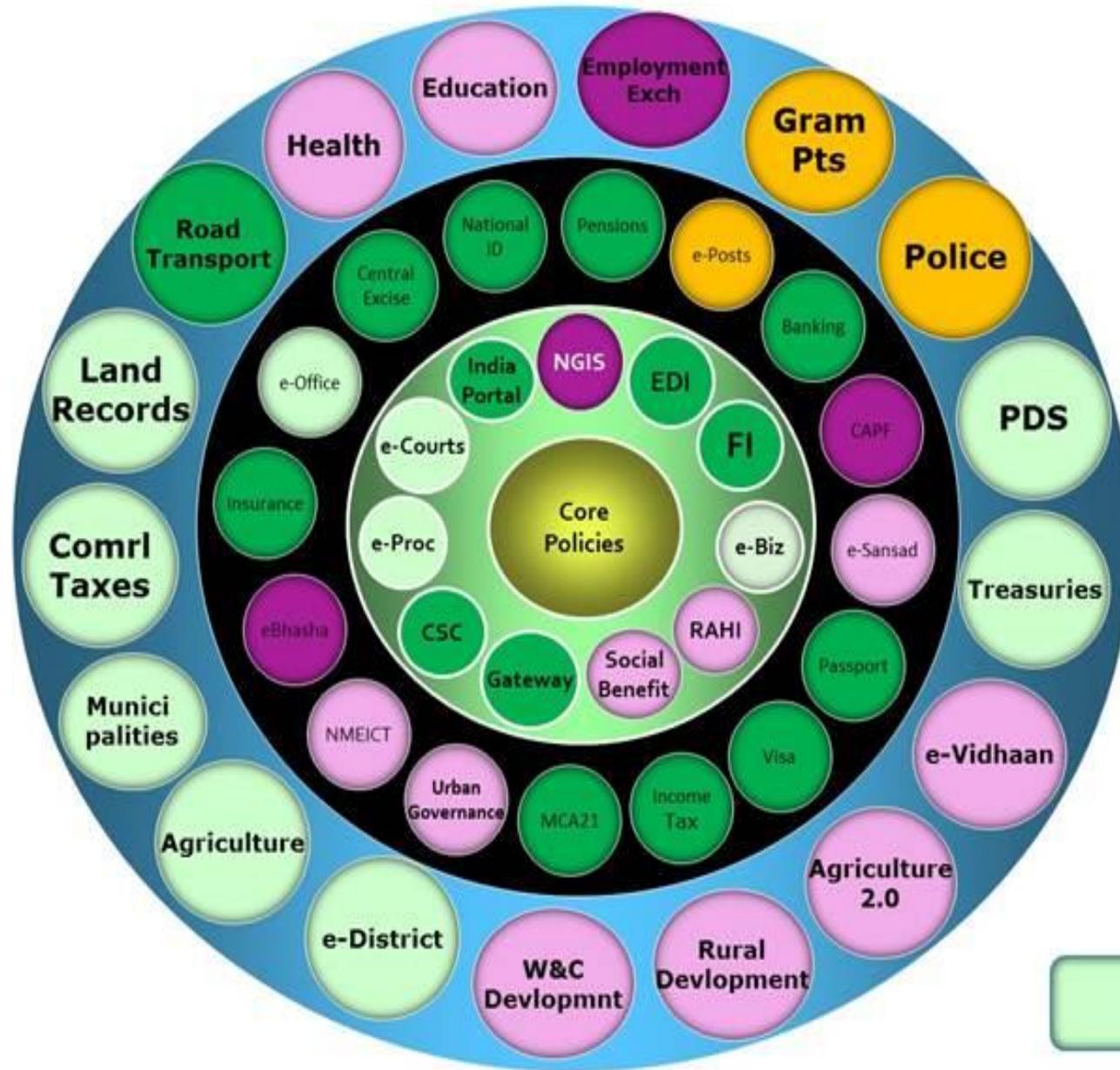
e-Kranti (NeGP 2.0)

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)
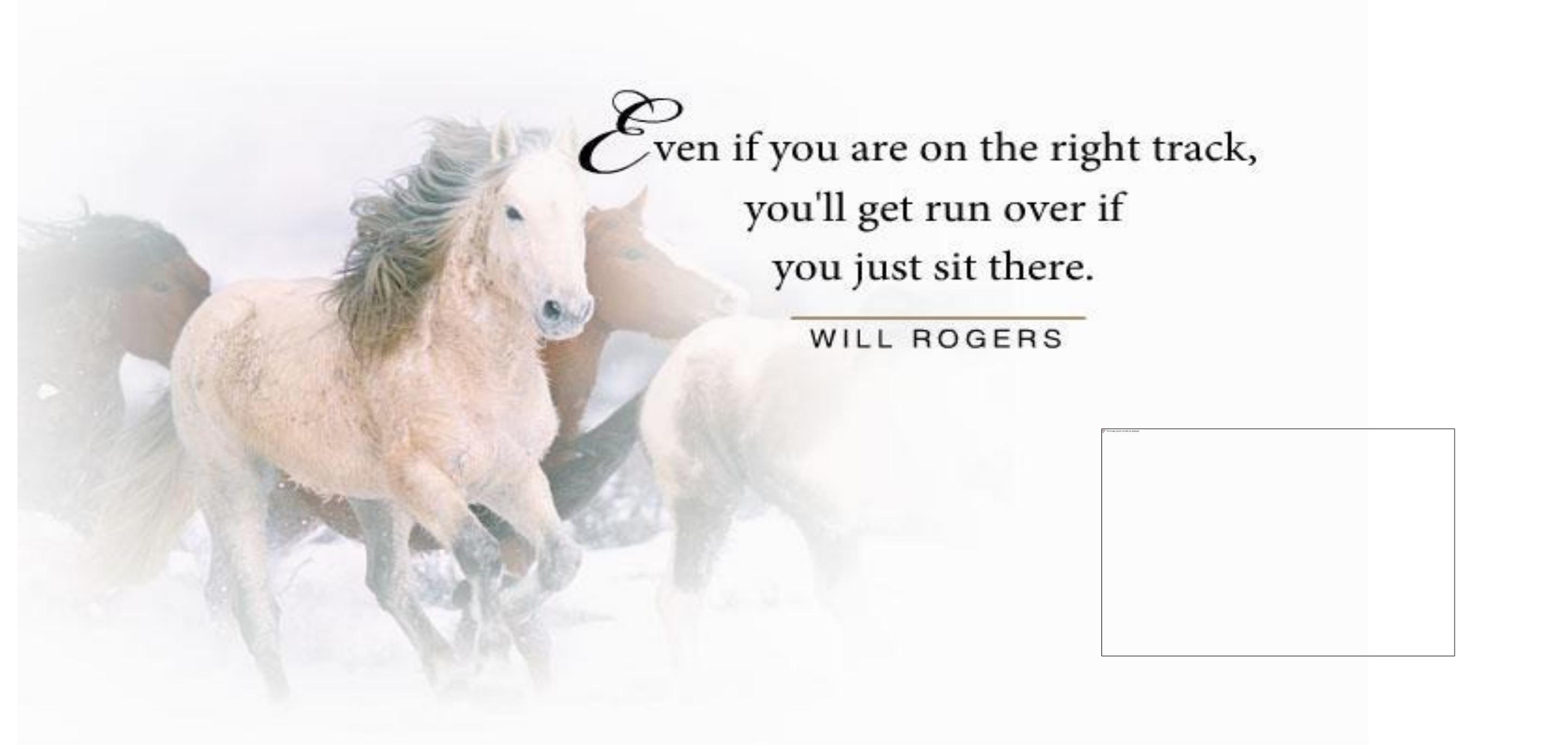
Even if you are on the right track, you'll get run over if you just sit there.

WILL ROGERS

Sridevi Ayaluri

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