Department of Electronics & Information Technology
Government of India

E-Governance

Use of Technology to improve Public Service Delivery

Induction Training Programme - MCRHRD

7 April 2016

National Institute for Smart Government

Department of Electronics & Information Technology
Government of India

DIGITAL INDIA

A programme to transform India into a digitally empowered society and knowledge economy

National Institute for Smart Government

What is Digital India?

- Digital India is a **Programme to prepare India for a knowledge future.**
- The focus is on being **transformative – to realize IT + IT = IT**
- The focus is on making **technology central to enabling change**.
- It is an **Umbrella Programme** – covering many departments.
  - It weaves together a large number of ideas and thoughts into a **single, comprehensive vision** so that each of them is seen as part of a larger goal.
  - Each individual element stands on its own. But is also part of the **larger picture.**
  - It is coordinated by **DeitY, implemented by the entire government.**
  - The weaving together makes the Mission **transformative in totality**
- The Programme:
  - Pulls together many **existing schemes.**
  - These schemes will be **restructured and re-focused.**
  - They will be implemented **in a synchronized manner.**
  - Many elements are only **process improvements with minimal cost.**
- The **common branding** of programmes as **Digital India** highlights their transformative impact.

Vision of Digital India

CENTERED ON 3 KEY AREAS

- Digital Infrastructure as a Utility to Every Citizen
- Governance & Services on Demand
- Digital Empowerment of Citizens

Vision Area 1: Infrastructure as a Utility to Every Citizen

- **High speed internet** as a core utility
- **Cradle to grave digital identity** -unique, lifelong, online, authenticable
- **Mobile phone & Bank account** enabling participation in digital & financial space
- Easy access to a **Common Service Centre**
- Shareable **private space on a public cloud**
- **Safe and secure Cyber-space**

Vision Area 2: Governance & Services On Demand

- **Seamlessly integrated** 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 3: Digital Empowerment of Citizens

- Universal **Digital Literacy**
- Universally accessible **digital resources**
- Availability of digital resources / services in **Indian languages**
- **Collaborative digital platforms** for participative governance
- **Citizens** not required to physically submit Government documents / certificate

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 – National Rural Internet Mission

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 GPs

Post Offices to become Multi-Service Centres

- Coverage: 1,50,000 Post Offices
- Timeline: 2 Years
- Nodal Agency: D/o Posts

This should be long term vision for POs

Pillar 4. e-Governance: Reforming Government through Technology

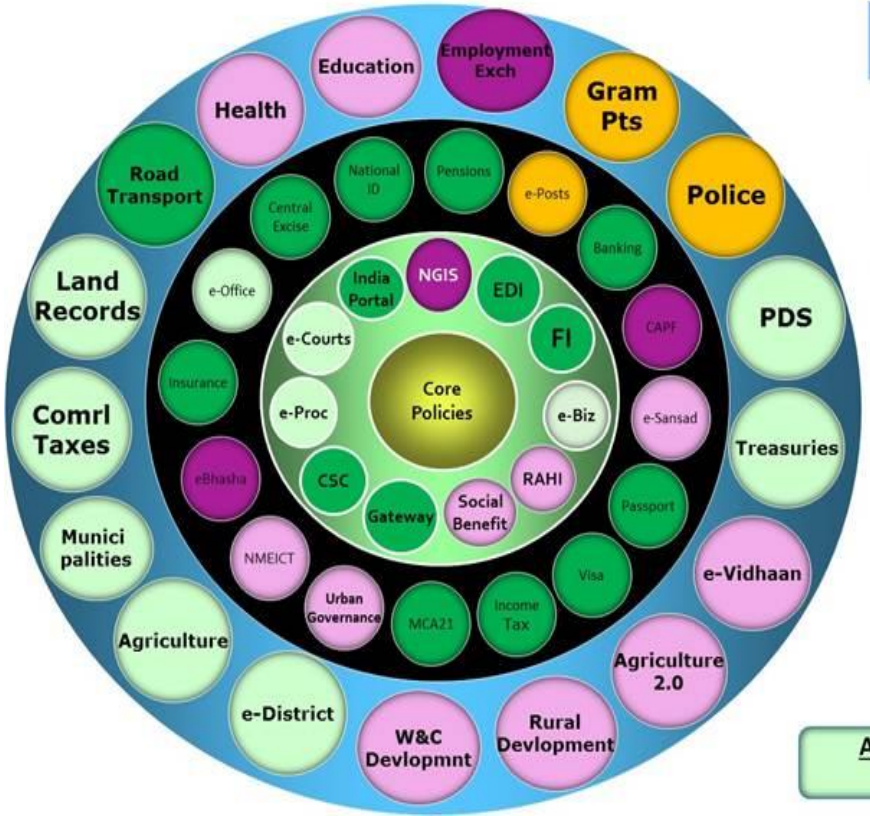
- Government **Business Process Re-engineering** using IT to improve transactions
  - Form Simplification, reduction
  - Online applications and tracking, Interface between departments
  - Use of online repositories e.g. school certificates, voter ID cards, etc.
  - Integration of services and platforms – UIDAI, Payment Gateway, Mobile Platform, EDI
- **Electronic Databases –** all databases and information to be electronic, not manual
- **Workflow automation** inside government
- **Public Grievance Redressal** - using IT to automate, respond, analyse data to identify and resolve persistent problems – largely process improvements
- **<u>To be implemented across government - critical for transformation.</u>**

Pillar 5. eKranti - Electronic Delivery of Services

- **Technology for Education – e-Education**
  - All Schools connected with broadband
  - Free wifi in all schools (250,000)
  - Digital Literacy program
  - MOOCs – develop pilot Massive Online Open Courses
- **Technology for Health – e-Healthcare**
  - Online medical consultation
  - Online medical records
  - Online medicine supply
  - Pan-India exchange for patient information
  - Pilots – 2015; Full coverage in 3 years
- **Technology for Planning**
  - GIS based decision making
  - National GIS Mission Mode Project
- **Technology for Farmers**
  - Real time price information
  - Online ordering of inputs
  - Online cash, loan, relief payment with mobile banking
- **Technology for Security**
  - Mobile Emergency Services
- **Technology for Financial Inclusion**
  - Mobile Banking
  - Micro-ATM program
  - CSCs/ Post Offices
- **Technology for Justice**
  - e-Courts, e-Police, e-Jails, e-Prosecution
- **Technology for Security**
  - National Cyber Security Co-ordination Center

NeGP will be revamped to cover these elements

Status of MMPs under e-Kranti



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)

Pillar 6. Information for All

- **Online Hosting of Information & documents**
  - Citizens have open, easy access to information
  - Open data platform
- **Government pro-actively engages through social media** and web based platforms to inform citizens
  - MyGov.in
  - **2-way communication** between citizens and government
- **Online messaging** to citizens on special occasions/programs
- **Largely utilise existing infrastructure** – limited additional resources needed

Pillar 7. Electronics Manufacturing Target NET ZERO IMPORTS by 2020

- **Target NET ZERO Imports is a striking demonstration of intent**
- **Ambitious goal** which requires coordinated action on many fronts
  - Taxation, Incentives
  - Economies of Scale, Eliminate cost disadvantages
  - **Focused areas – Big Ticket Items**
    - FABS, Fab-less design, Set top boxes, VSATs, Mobiles, Consumer & Medical Electronics, Smart Energy meters, Smart cards, micro-ATMs
  - Incubators, clusters
  - Skill development
  - Government procurement
- There are many ongoing programs which will be fine-tuned.
- **Existing Structures inadequate to handle this goal. Need strengthening.**

Pillar 8. IT for Jobs

Train people in smaller towns & villages for IT sector jobs	**Coverage:** 1 Crore students **Timeline:** 5 years **Cost:** Rs 200 Cr for weaker sections **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

- Coverage: Elected representatives, All Govt employees
- 1.36 Cr mobiles and 22 Lakh emails
- Mass Messaging Application developed

Targeted Mass messaging since July 14

Government Greetings to be e-Greetings

- Basket of e-Greetings templates available
- Crowd sourcing of e-Greetings thru MyGov
- e-Greetings Portal ready by 14 August 2014

1st e-Greeting from PM on 15th Aug 2014

Biometric attendance

- Coverage: All Central Govt. Offices in Delhi
- Operational in DeitY & Initiated in Urban Developme
- On-boarding started in other depts
- Procurement of devices – tender issued

To be completed by Oct 2014

Pillar 9. Early Harvest Programmes

Wi-fi in All Universities

- Scope: All universities on NKN
- 400 additional Universities
- Cost: Rs 790 Cr

Approval - Oct 2014
Implementation done by Dec 2015

Secure email within government

- Phase I upgradation for 10 Lakh employees done
- Ph II for 50 Lakh employees by March 2015
- Cost: Rs 98 Cr

Email to be primary mode of communication

Standardize government email design

- Standardised templates under preparation

To be ready by October 2014

Pillar 9. Early Harvest Programmes

Public wifi hotspots	• **Coverage:** Cities with pop > 1 Mill., tourist centres • **Nodal Agency: DoT/ MoUD**	**Digital Cities Completed by Dec, 2015**
School Books to be eBooks	• **Nodal Agency: MHRD/ DeitY**	**Completed by Mar 2015**
SMS based weather information, disaster alerts	• **DeitY's Mobile Seva Platform ready** • **Nodal Agency:** MoES (IMD) / MHA (NDMA)	**In place by Dec, 2014**
National Portal for Lost & Found children	• **Nodal Agency:** DeitY/ DoWCD	**In place by Oct 2014**

Progress on nine pillars of Digital India programme

- **Pillar 1: Broadband Highways**
  - Idukki district - First rural Broadband enabled district launched on 12.01.15
  - Optical Fibre reached about 20,000 Gram Panchayats till end 2015
  - EFC Note on National Information Infrastructure moved
- **Pillar 2: Universal Access to Mobile Connectivity**
  - 55,669 villages in the country do not have mobile coverage
  - DPR for 4,752 uncovered villages in Himalayan States near completion
- **Pillar 3: Public Internet Access Programme : National Rural Internet Mission**
  - SFC note on CSC 2.0 under approval process
  - Rollout in Indian Post Offices commenced in all circles
  - 2148 post offices for CBS and 9785 Post Offices for CIS migrated
  - ATM services installation commenced in 11 Post Offices

Progress on nine pillars of Digital India programme

- **Pillar 4: e-Governance: Reforming Government Through Technology**
  - Implementation approach shared with all Central Ministries/ Depts. on 22.10.2014
  - GPR guidelines shared with DARPG on 22.10.2014 for finalization. DARPG circulated the same to all Central Depts for obtaining inputs
  - Data Digitization and Aadhaar seeding initiated in various depts.
- **Pillar 5: e-Kranti (NeGP 2.0)**
  - Cabinet Note on e-Kranti approved on 25.03.15
  - Portfolio of MMPs increased from 31 MMPs to 44 MMPs
- **Pillar 6: Information for All**
  - MyGov platform implemented and delivering services. > 9 Lakh registered users
  - 33 Groups, 182 discussion themes, 166 tasks published

Progress on nine pillars of Digital India programme

- **Pillar 7: Electronics Manufacturing**
  - Cabinet Note on revised MSIPS submitted
  - Inter-ministerial consultation on DCN on the Electronics Fund over and the inputs received incorporated
  - Skill Development – PhDs incentives operational
  - Incubators established at IIT Patna for medical electronics and at IIT Delhi
- **Pillar 8: IT for Jobs**
  - North East BPO Promotion Scheme (NEBPS) approved and STPI as IA selected
  - 'Training for Skill Development of 55 Lakh Citizen including candidates from SC/ST/Women/BPL Section in the area of ICT over a period of 4 years under Phase-I' submitted for approval

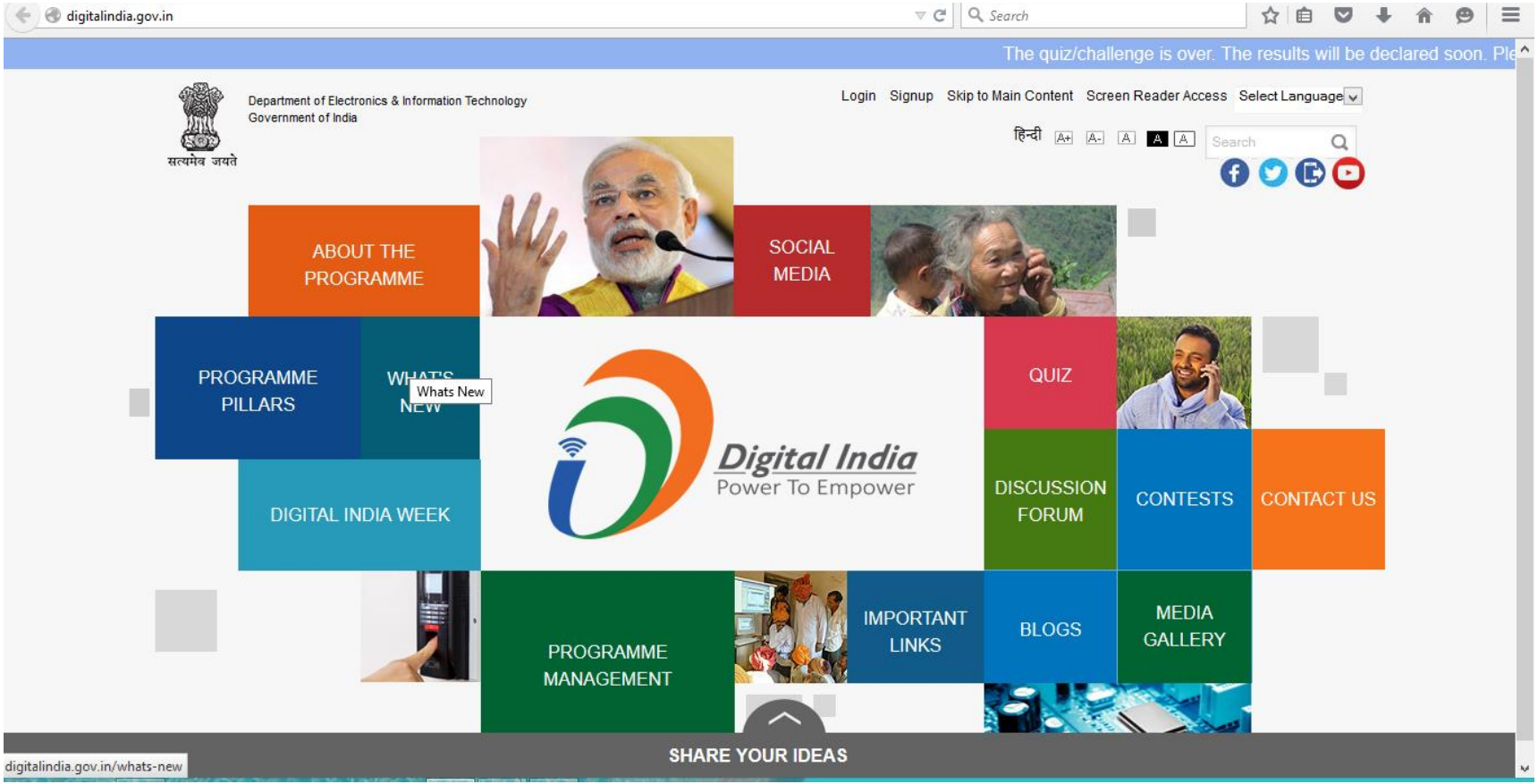
Progress on nine pillars of Digital India programme

- **Pillar 9: Early Harvest Programme**
  - Government greeting to be eGreetings
  - eSAMPARK operational
  - Jeevan Pramaan operational
  - Portal for Lost and Found Children implemented **(khoyapaya.nic.in)**
  - Bio-metric Attendance System operational **(~94,000 Registered Employees)**
  - Free Wi-Fi Hotspots – BSNL to provide free Wi-Fi at four monuments identified by M/o Culture, ASI
  - SMS alerts for disaster and weather forecasting operational
  - eBooks platform ready (ebasta.in)

Other important implementations under Digital India

- Digital India Portal
- Digital Locker System
- National Scholarships Portal
- E-Hospital (Online Registration System)
- Digitize India Platform

DIGITAL INDIA



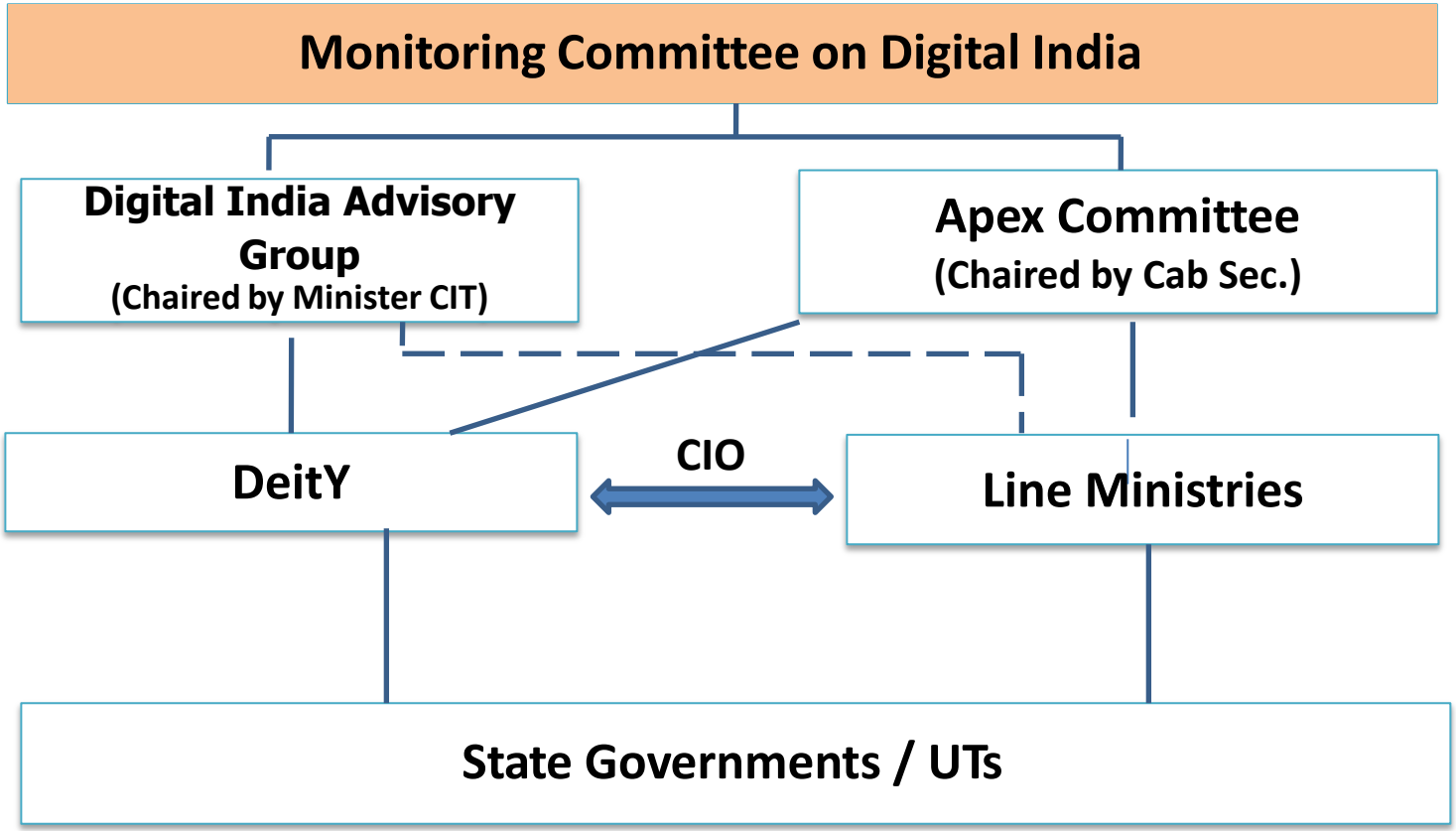
Estimated Costs and Impacts

- **Overall Costs of Digital India**
  - ~ Rs 100,000 Cr in ongoing schemes (only DeitY, DOT & not incl. those in other line Ministries)
  - ~ Rs 13,000 Cr for new schemes & activities
- **Impact of Digital India by 2019**
  - Broadband in 2.5 lakh villages, universal phone connectivity
  - Net Zero Imports by 2020
  - 400,000 Public Internet Access Points
  - Wi-fi in 2.5 lakh schools, all universities; Public wi-fi hotspots for citizens
  - Digital Inclusion: 1.7 Cr trained for IT, Telecom and Electronics Jobs
  - Job creation: Direct 1.7 Cr. and Indirect at least 8.5 Cr.
  - e-Governance & eServices: Across government
  - India to be leader in IT use in services – health, education, banking
  - Digitally empowered citizens – public cloud, internet access

Challenges & Changes Needed

- **Program on this scale never conceived**
- **Each Pillar/program has own challenges**
- **Human Resource Issues**
  - NIC - not equipped for a fraction of this task (obsolesce) - needs revamping & restructuring
  - DeitY – needs program managers – at least 4 more officers at senior levels
  - **Ministries – Need a Chief Information Officer / Chief Technology Officer (CIO/CTO)**
    - Could begin with CIOs 10 major Ministries
    - Can be anyone – from within or outside government
    - To be patterned as AS & FAs – dual reporting
- **Financial Resource Issues**
  - Mostly structured around ongoing programs : Better focus, need some restructuring
  - Some others are process improvements or better utilisation of resources
  - A few new programs may be needed – particularly in Electronics manufacturing and Skill Development
- **Coordination Issues**
  - Program covers many other departments
  - Need commitment and effort
  - Leadership and support critical for success

Institutional Mechanisms at National Level

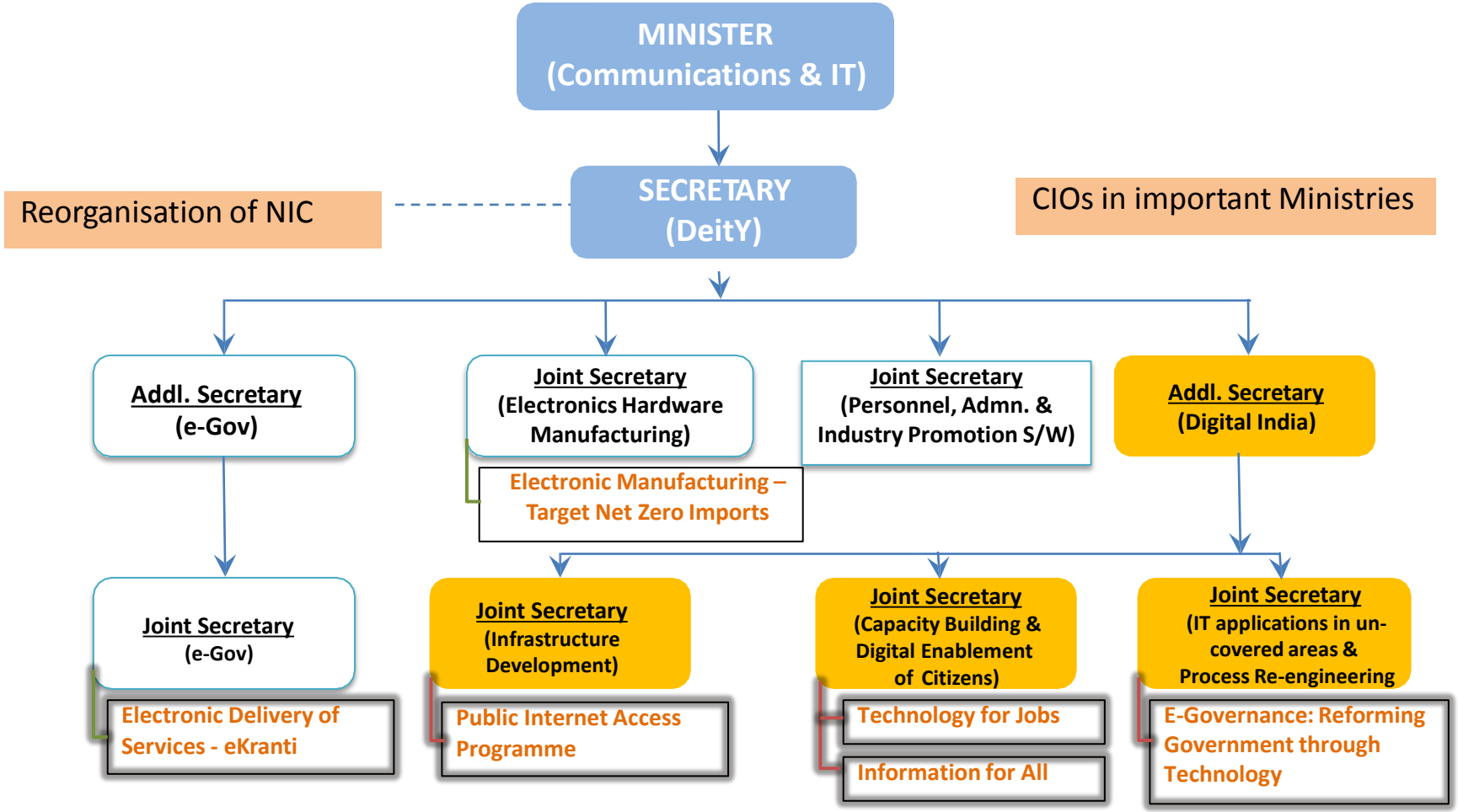


Composition of Monitoring Committee on Digital India

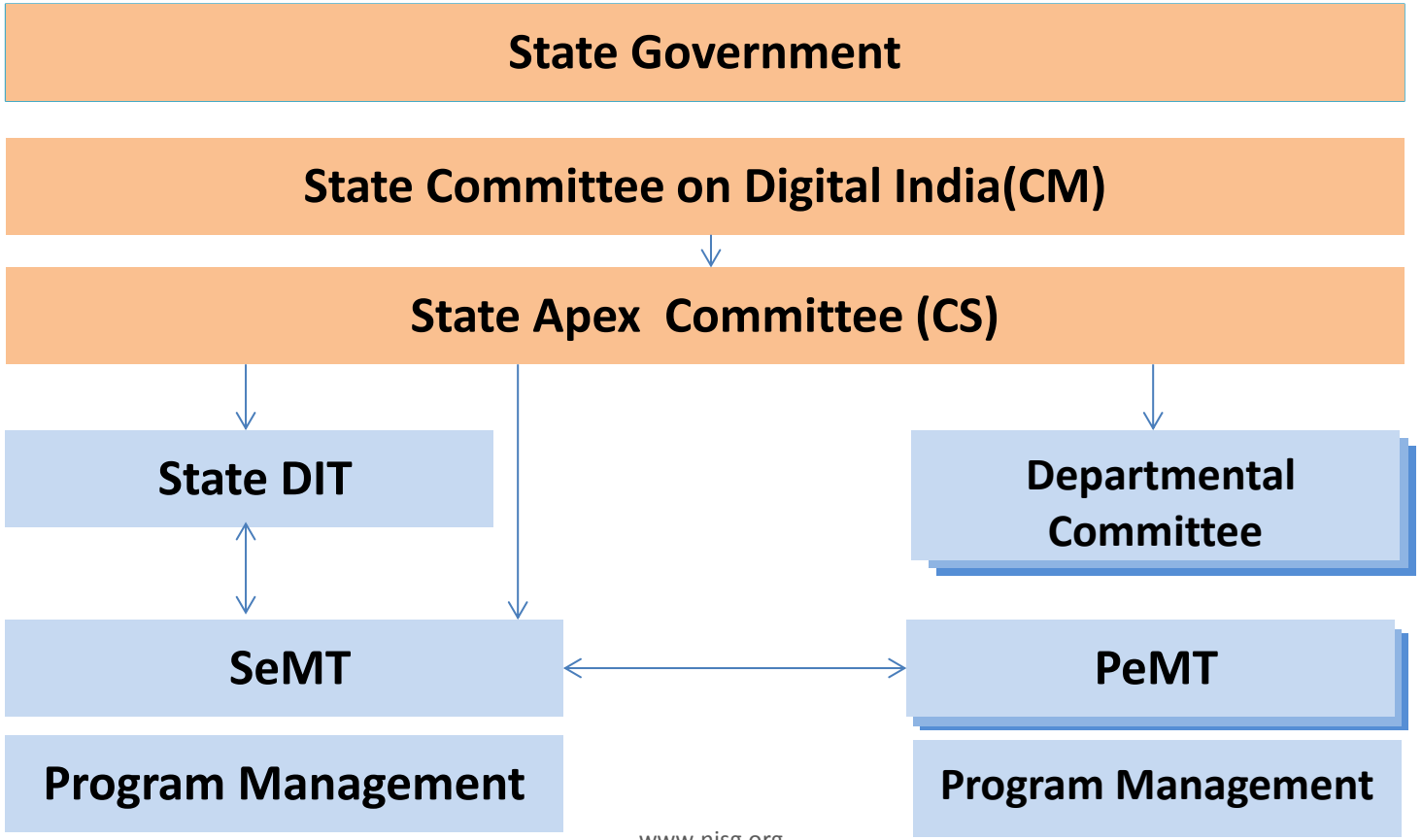
- **Prime Minister – Chairman**
- Finance Minister
- Minister of Communications & IT
- Minister of RD
- Minister of HRD
- Minister of Health

Special Invitees:

- Principal Secretary to PM
- Cabinet Secretary
- Secretaries of Expenditure, Planning, DoT and Posts
- Secretary, DeitY – Convener


MINISTER
(Communications & IT)
SECRETARY
(DeitY)
Reorganisation of NIC
CIOs in important Ministries
Addl. Secretary
(e-Gov)
Joint Secretary
(Electronics Hardware Manufacturing)
Joint Secretary
(Personnel, Admn. & Industry Promotion S/W)
Addl. Secretary
(Digital India)
Electronic Manufacturing – Target Net Zero Imports
Joint Secretary
(e-Gov)
Joint Secretary
(Infrastructure Development)
Joint Secretary
(Capacity Building & Digital Enablement of Citizens)
Joint Secretary
(IT applications in un-covered areas & Process Re-engineering
Electronic Delivery of Services - eKranti
Public Internet Access Programme
Technology for Jobs
Information for All
E-Governance: Reforming Government through Technology

Institutional Mechanisms at State level



Chief Information Technology Officer(CITO)

- Under Digital India programme, positions of Chief Information Technology Officers (CITOs) to be created in at least 10 key Ministries so that various e-Governance projects could be designed, developed and implemented faster.
- CITO positions at the level of Additional Secretary/Joint Secretary with over-riding powers on IT in the respective Ministry.
- CITO shall be responsible to the Secretary of the Ministry for alignment of ICT with the Ministry's priorities & directions and to the Secretary, DeitY with respect to compliance with Government strategy, policies and standards for Information Management and Information Technology.
- CITO will have a solid line relationship with the Secretary, DeitY for alignment of the technology related issues and dotted line relationship with the Secretary of the Administrative Ministry.

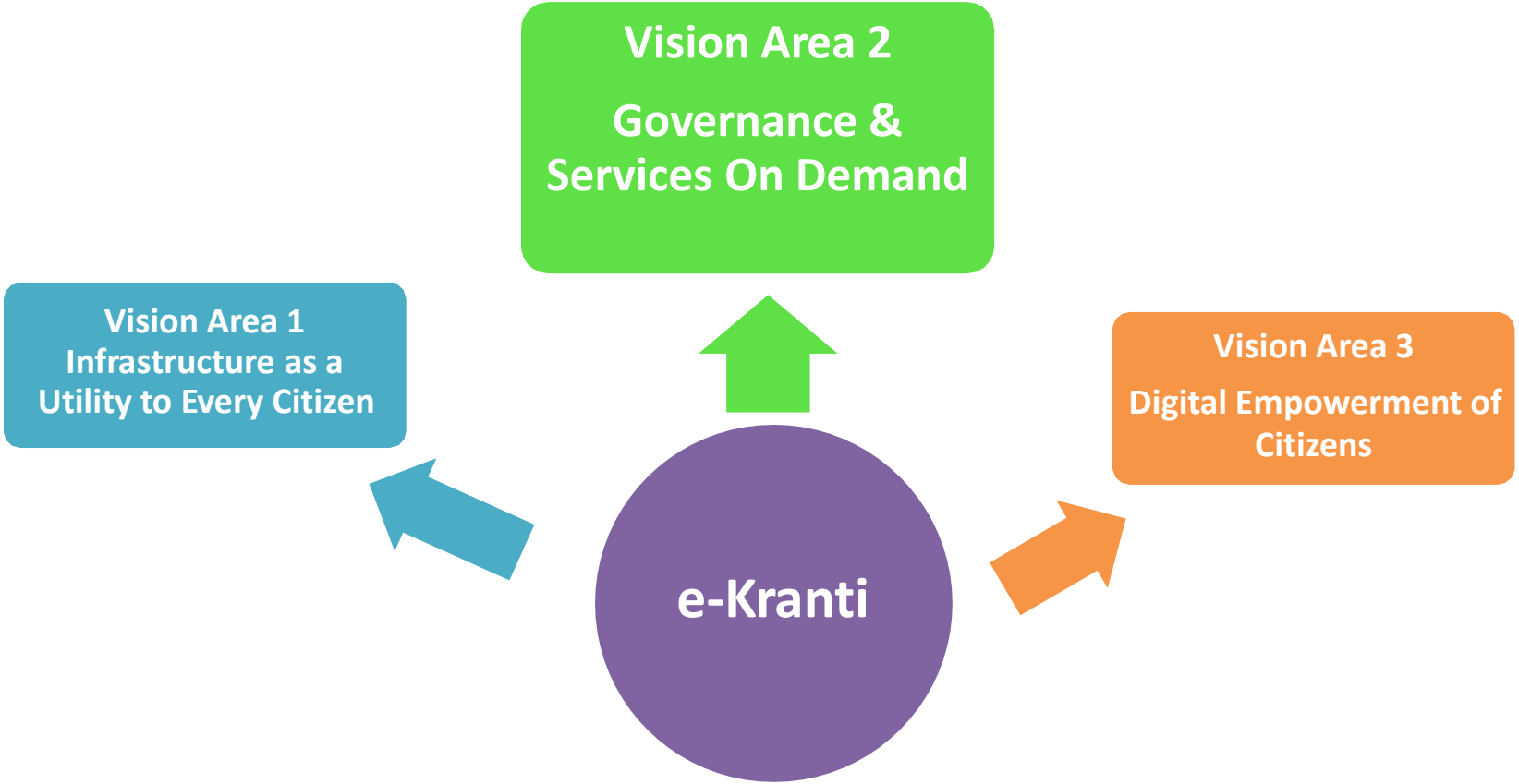
Chief Information Technology Officer(CITO)

- APAR of the CITOs will be jointly written by the Secretary of the Administrative Ministry concerned and the Secretary, DeitY.
- CITO will be supported by a Chief Technology Officer (CTO)/ Head Technology, an
- Expert Team, the NIC Team already present in the Ministries and a small core Secretariat to be created, which will form part of the Electronic Services Division.
- The draft Cabinet Note for the creation of 33 posts of CITOs has been approved by the Hon'ble MCIT.
- The copies of DCN have been sent to the Cabinet Secretariat and PMO before it is submitted to the Cabinet for approval

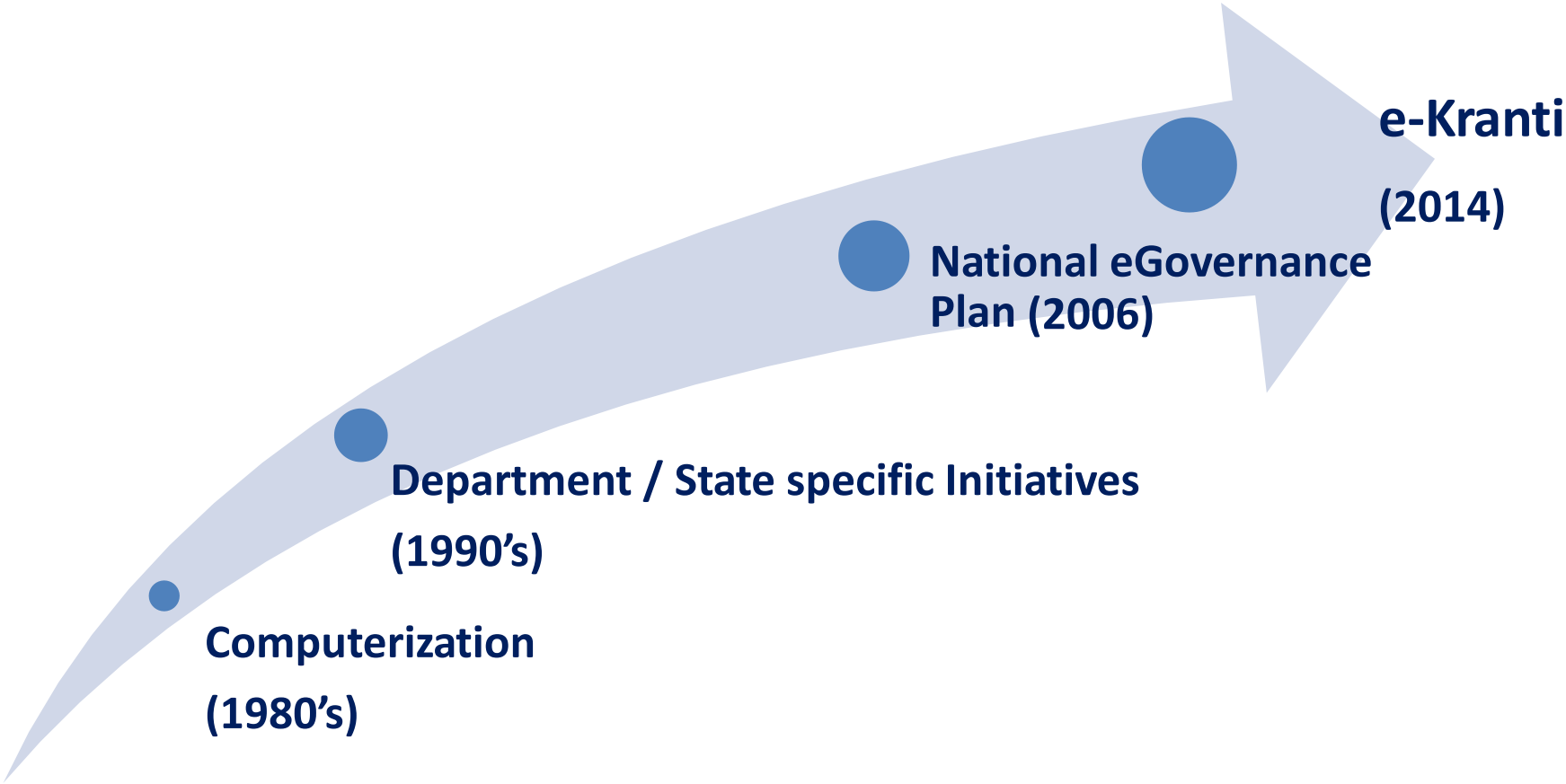
e-KRANTI

National eGovernance Plan 2.0

Digital India and e-Kranti



Evolution of e-Governance in India



National eGovernance Plan

- "Make all Government services accessible to the COMMON MAN IN HIS LOCALITY, through Common Service Delivery Outlets and ensure FFICIENCY, TRANSPARENCY & RELIABILITY of such services at AFFORDABLE COSTS to realise the BASIC NEEDS of the common man"
- **Key Components of NeGP**
- **Integrated Service Delivery Platform**
- **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)
- Supporting Components
  - Core Policies
  - Standards
  - HRD & Trainings
  - Awareness and Assessment

[May 2006]

Strengths

- ✓ General Awareness on eGovernance
- ✓ 25 out of 31 MMPs gone live
- ✓ Basic IT Infrastructure available
- ✓ Significant increase in political support
- ✓ Catalyzed movement towards citizen right on time bound delivery of services
- ✓ Supplemented various eGov projects

Weaknesses

- ✓ Lack of attainment in desired impact
- ✓ Significant time overruns
- ✓ Weak Standards and interoperability
- ✓ Low degree of process-reengineering
- ✓ Lack of mission approach on implementation
- ✓ Weak monitoring & evaluation system
- ✓ Problem of last mile connectivity
- ✓ Sub optimal use of Core IT Infra

NeGP

Opportunities

- ✓ Huge advancements in the Technology
- ✓ Advent of the Cloud
- ✓ New business models
- ✓ Capacity Building
- ✓ Radical process re-engineering
- ✓ Leapfrog in the quality & nature of citizen services offered through eGov

Threats

- ✓ Losing appeal for Transformation
- ✓Some eGov Projects obsolete or inefficient
- ✓ A large number of islands of IT activity
- ✓ Competitive disadvantage vis-à-vis Other countries

Need for redefining and revamping NeGP

- Incremental approach Vs. Transformational approach
- Consequence of SWOT Analysis
- New Image – Brand / Impact Index
- New Priorities – MMPs / Platforms / Policies
- Integrated Service Delivery
- Global Leadership – Competitive Advantage

NeGP

- **Processes**
  - Computerization without mandatory Process Reengineering
  - Quantity versus Quality of Services
- **People**
  - Limitation in terms of skilled manpower
- **Technology**
  - Application development lacked integration and interoperability
  - Creation of infrastructure / hardware vis-a-vis infrastructure on demand
  - Emerging Technology like Cloud, Mobile not used as first choice
- **Business Models**
  - CAPEX
  - Less focus on PPP

e-Kranti

- **Processes**
  - Process Reengineering Mandatory
  - Impact Index
- **People**
  - CITOs | Virtual IT Cadre
- **Technology**
  - Cloud by default
  - Mobile First
  - Common Application Software
  - Mandatory eGovernance Standards
- **Business Models**
  - Infrastructure on Demand
  - OPEX
  - PPP / PPPP

TRANSFORMATION

NeGP

- **Processes**
  - Computerization without mandatory Process Reengineering
  - Quantity versus Quality of Services
- **People**
  - Limitation in terms of skilled manpower
- **Technology**
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- **Business Models**
  - o Common Application Software
  - o Infrastructure on Demand
  - o OPEX
  - o PPP / PPPP

Why eKranti : NeGP 2.0 ? (1/2)

- **To achieve vision of Digital India programme**
  - Governance and Services on Demand |Digital Empowerment of Citizens | Infrastructure as a core utility
- **For enhancing portfolio of Citizen Centric Services**
  - To cover all citizen centric services / Social Sector Schemes
  - Long gestation period of MMPs (Health, Education, e-Posts)
- **Desirability of optimum usage of Core Infrastructure**
  - SDC – 23* SWAN – 34* SSDG – 23* CSCs – 1,39,696* ***Operational**
  - MSDG, NSDG and Payment Gateway Operational
- **For rapid Replication and Integration of eGov Applications**
  - Lack of integrated services
  - Lack of Government Process Reengineering
  - Lack of end to end automation
  - Lack of interoperability among existing eGov applications
  - Lack of replication of successful eGov applications across States and UTs

Why eKranti : NeGP 2.0 ? (2/2)

- **Need to exploit Emerging Technologies**
  - Cloud – IaaS, PaaS, SaaS
  - Mobile Platform- Smart phones, Tablets
  - Geo-Spatial Information System (GIS)
  - Software Defined Network (SDN)
  - Big Data Analytics ….etc
- **Avoid risk of obsolescence**
- **Need for introducing more agile implementation models**
  - Common Application Software with configurable modules
  - Integration through Open APIs

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

Institutions and Instruments

- National e-Governance Academy
- e-Governance Knowledge Portal
- Create e-Governance Impact Index
- Effective use of Social Media

Implementation & Delivery

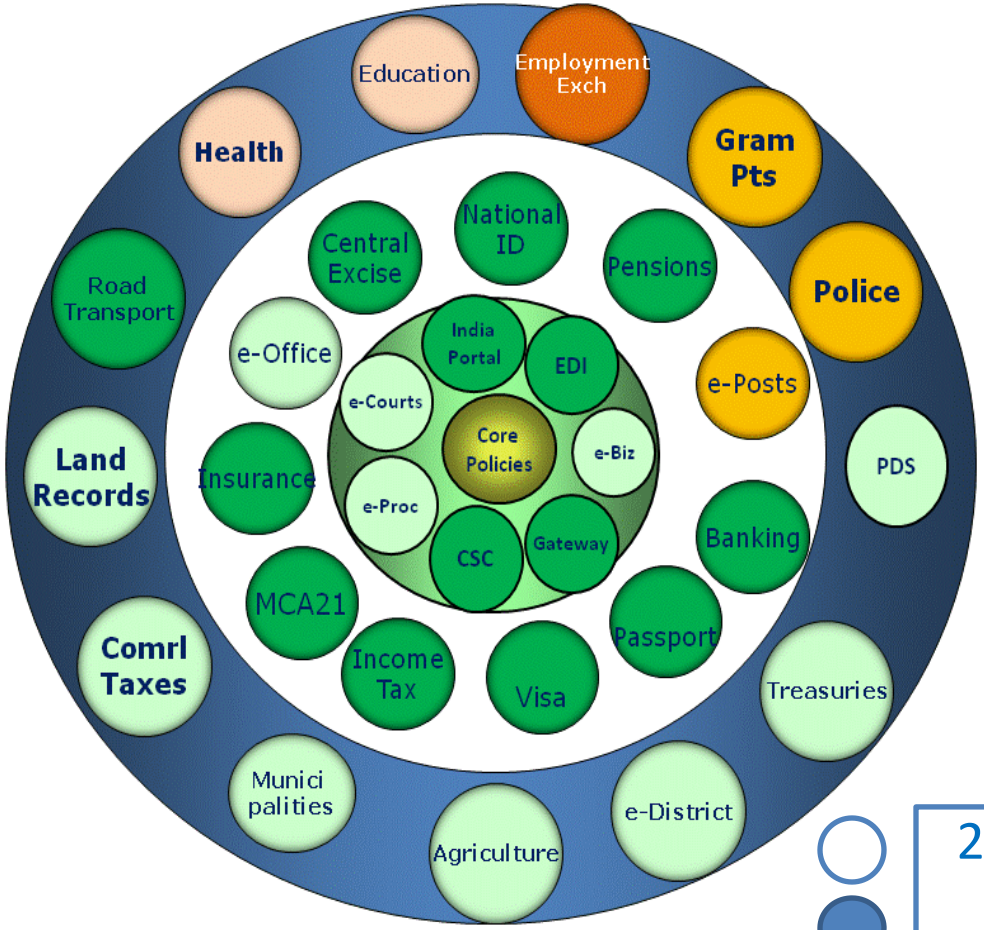
- Transforming the Delivery Channels
- Awareness and Communication
- Introduce New Business Models
- International Co-operation

Status Update

- Cabinet Note on e-Kranti approved by Union Cabinet on 25.03.2015
- Programme Management Structure and Implementation Approach aligned with Digital India Programme
- Inclusion of **13 new MMPs**
- Financial Details to be worked out and approval taken project wise by the Line Ministry / Department / State Government

All Central Ministries/ Departments and All States/UTs are being communicated

National e-Governance Plan



14 Providing Services

11 Providing services partially

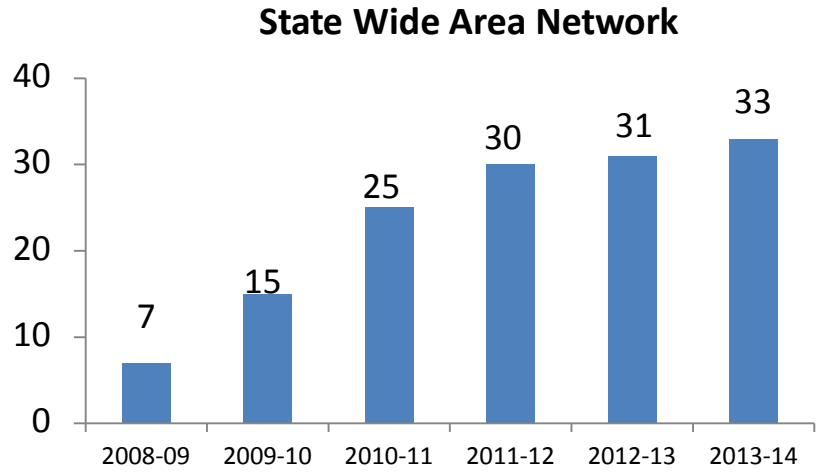
3 Under Implementation

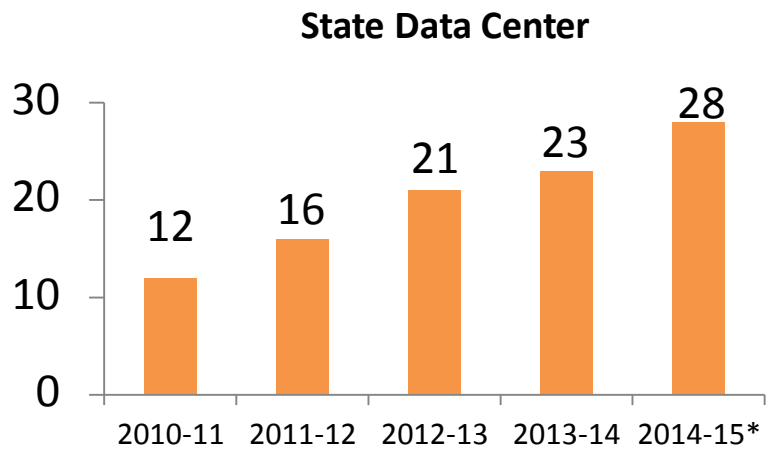
1 Design & Development

2 At DPR/EFC Stage

27.74 Cr Txns per month (during last 6 month ending on 28.02.2015)

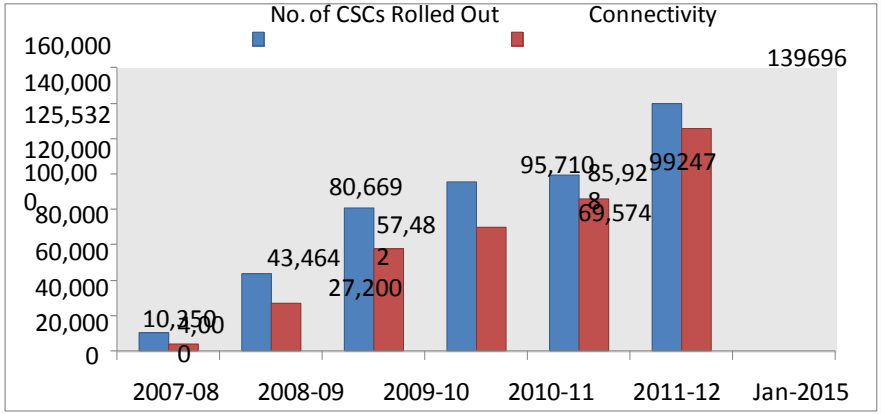
Core Infrastructure under NeGP





Core Infrastructure under NeGP

Common Service Centers



SSDG and State Portal

* Target

S.N.	New MMPs	Owner Dept	Key Components
1	**e-Sansad**	Parliament of India, Lok-Sabha Secretariat	Bills, Gazette notifications, Budget, Parliamentary Questions database, Parliamentary proceedings, Publications
2	**e-Vidhaan**	Parliament of India, Lok-Sabha Secretariat	as above for State Legislatures -
3	**Financial Inclusion**	Financial Services	Strengthening Banking & Insurance services in the rural areas through strategic use of ICT
4	**Roads and Highways Information System (RAHI)**	M/o Road Transport & Highways	Integrated citizen centric services related to roads and highways
5	**Agriculture 2.0**	D/o Agriculture	Sector specific services for Horticulture and Fisheries, Governance & citizen-centric services for Co-operatives and Fertilizer testing labs

S.N.	New MMPs	Owner Dept	Key Components
6	**NGIS**	D/o Science and Technology	Integrated GIS Platform
7	**Rural Development**	D/o Rural Development	A portfolio of rural development services including NREGA
8	**Social Benefits**	M/o Social Justice and Empowerment as the leader and other welfare departments as co-owners	Online Benefit Schemes, Integrated eServices for NGOs
9	**Women and Child Development**	M/o Women and Child Development	Integrated Child Development Scheme, Integration with Health MMP
10	**Common IT Roadmap for Para Military Forces**	MHA	

S.N.	New MMPs	Owner Dept	Key Components
11	**e-Bhasha**	DeitY	Language Localization
12	**NMEICT**	D/o Higher Education	Various ICT projects at UG and PG levels
13	**Urban Governance**	M/o Urban Development	ICT in leakage of water, solid waste management and GPS enablement in vehicles of municipalities

Rationale for State MMPs

- Strategic
  - Centralized Planning and Decentralized Implementation
  - Common Application Software – single / multiple instances
  - Productisation & Replication of best domain specific applications with Configurable
  - Modules
  - Integrated Service Delivery
- Economic
  - National Saving in terms of utilization of Common Infrastructure, Common Platforms,
  - Common Applications, Common Databases
- Social
  - Helping States/UTs to adopt solutions on par with the best
  - Flexibility to States to include and implement additional projects based on their socio-
  - economic needs

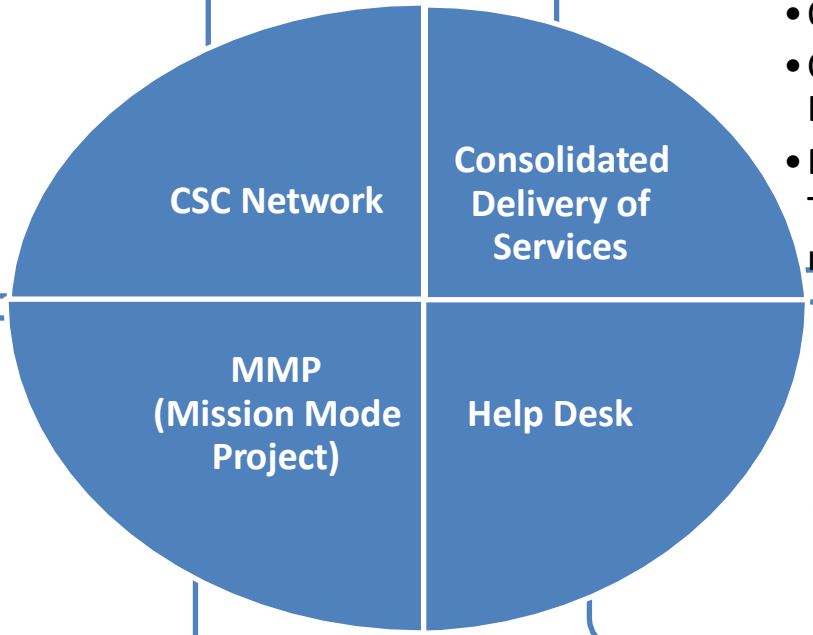
CSC 2.0: The Proposal

- To establish 2.5 lakh CSC centres at Gram Panchayat level
- To act as citizen interface for online delivery of various citizen centric services, leveraging the existing State/UT infrastructure in form of SSDG, e-District, SWAN, SDC etc
- It is envisaged to have one CSC at each Gram Panchayat
- Objectives:
  - Non-discriminatory access to e-Services to rural citizens
  - Operationalizing CSC Network
  - Enablement and consolidation of online services under one portal
  - Dedicated manpower support at National, State and District level
  - 250,000 CSCs- one per Gram Panchayat, Integrate existing 1,00,000 CSCs
    - Upgrade and relocate CSCs as needed,
    - Making operational 1,50,000 additional CSCs

CSC 2.0: Key Scheme Components

- Service oriented Model
- Multiple user setup
- VLE to invest and operate
- Standardized services
- Women VLE get more revenue share

- Integrate G2C + B2C Services in a single service platform.
- QoS & SLA enforcement
- Cash Management & Payment Settlement
- MIS reporting & Transaction reconciliation



- It provides more citizen centric services
- CSC acts as a gateway for all these services

- VLE grievance redressal and issue resolution support
- IVRS facility for registering concerns of VLEs

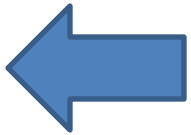
State Portal and SSDG

- Project conceived to provide electronic delivery of services to Citizens.
- Easy, anywhere, anytime access to Government Services
- Enable integrated service delivery by
    - Online/offline e-filing of application available at CSCs through State Portals
    - Intelligent routing of forms to destination field office by Middleware
- Assured electronic delivery, acknowledgement and status tracking of application
- Facilitate online payments through Centralized Payment Gateway (National PayGov)
- Facilitate status information/tracking through centralized Mobile Seva platform

State Portal and SSDG

Current Status :

- Project approved in Dec 2008
- Proposal approved for 34 states/UTs.
- 31 states/UTs have floated the RFP for the selection of the Implementing Agency for the project.
- Out of these 31 RFPs:-
  - **2 States/UTs are in process of IA selection.**
  - **6 States/UTs are in the implementation phase.**
  - **23 States have gone live.**



Sl No	State	Application Received [13-Mar-15]
1	Tamil Nadu	34,09,126
2	Goa	74,180
3	Manipur	1,905
4	Nagaland	39,49,232
5	Himachal Pradesh	1,705
6	Meghalaya	0
7	Uttar Pradesh	2,43,37,831
8	Jammu & Kashmir	17,375
9	Puducherry	385
10	Mizoram	313
11	Sikkim	15,547
12	Assam	5,104
13	Andhra Pradesh	22,36,756
14	Arunachal Pradesh	21
15	Madhya Pradesh	236
16	Rajasthan	3,26,158
17	Chhattisgarh	0
18	Bihar	78,520
19	Tripura	76
20	Kerala	179
21	ANI	59
22	Punjab	0
23	West Bengal	4,007
		3,44,58,715

e-Gov Exchange - eSamgam

Benefits

- Developed using open source technology; no vendor locking
- Scalable architecture
- Standardized Communication (IIP/IIS), SOAP, Rest
- Legacy systems join the SOA with minimal effort
- Security - PKI, Digital certificates
- Connectors – Java and Dotnet
- Guaranteed Delivery & Transaction Log
- Time-stamping & Status Tracking
- Shared common services – UID, Payment Gateway, MSDG, etc

Number of Services

S. N.	Department Services	No of Services
1	DIPP: eBiz	16
2	CBDT: PAN Verification	1
3	NSDL: PAN & TAN Allocation	2
4	UTITISL: PAN Allocation	1
5	RBI	3
6	EPFO	1
7	NSDL Payment Gateway	1
8	PESO	1
9	eDistrict UP	1
10	DIPP: Trademark	1
11	MCA	4
12	J&K State	7
13	DGFT: IEC	1
	Total services	**40**

Session 2

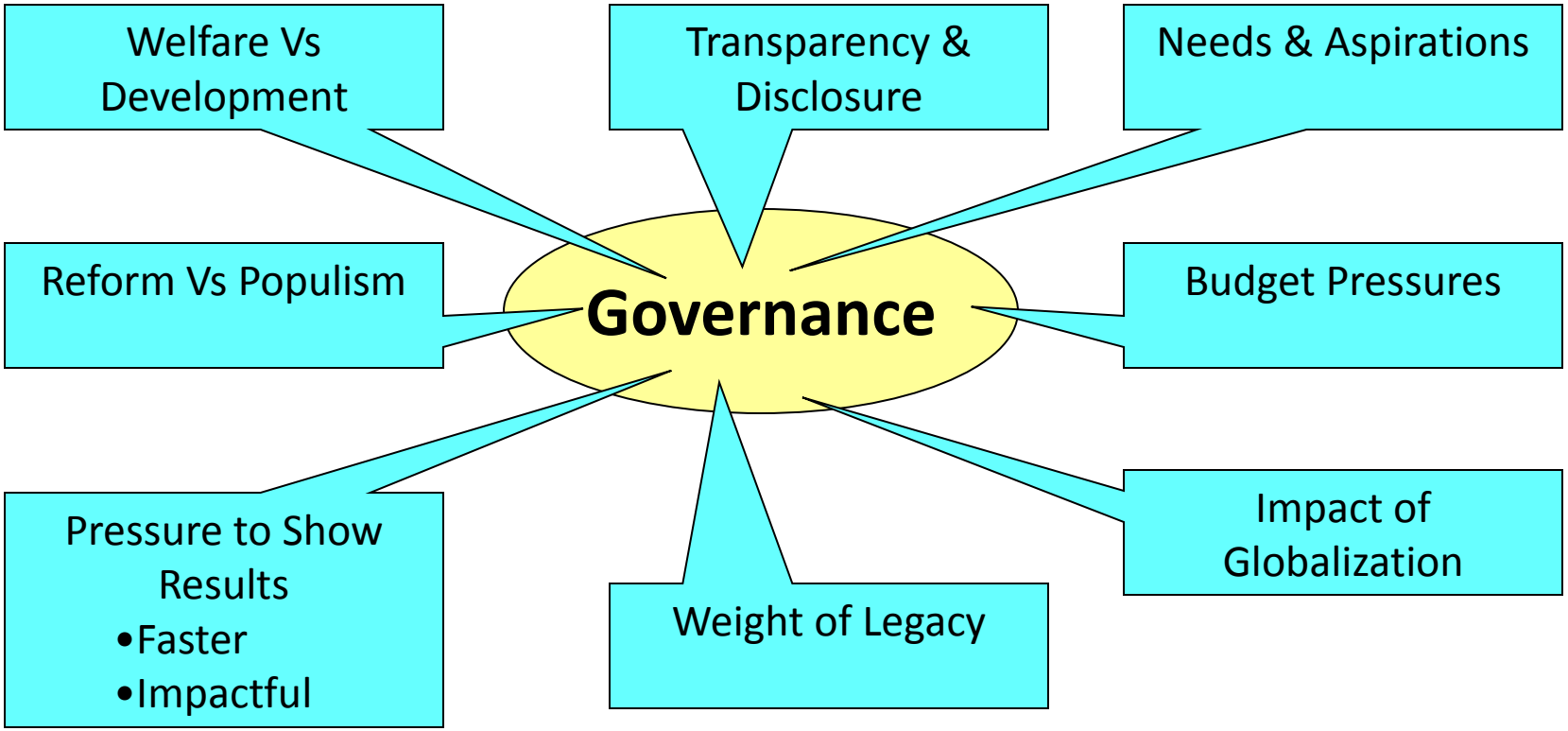
e-Governance

.. a tool for Transformation

Agenda

- e-Governance
- AP Initiatives
- Critical Success Factors
- Way Forward

Pressures on Governance



e-Governance
is a Stepping Stone for
Good Governance

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 & 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
  - Visible to customers, suppliers

- **Internal Symptoms**
  - Inside-out view
  - Visible to employees, auditors

External Symptoms

- Long Queues
- Tedious Procedures
  - Forms, attachments
- Too many pain areas
  - Poor accessibility
  - Lack of amenities @ service centres
- Silo Approach
  - Multiple Id’s
- Bad Quality

External Symptoms

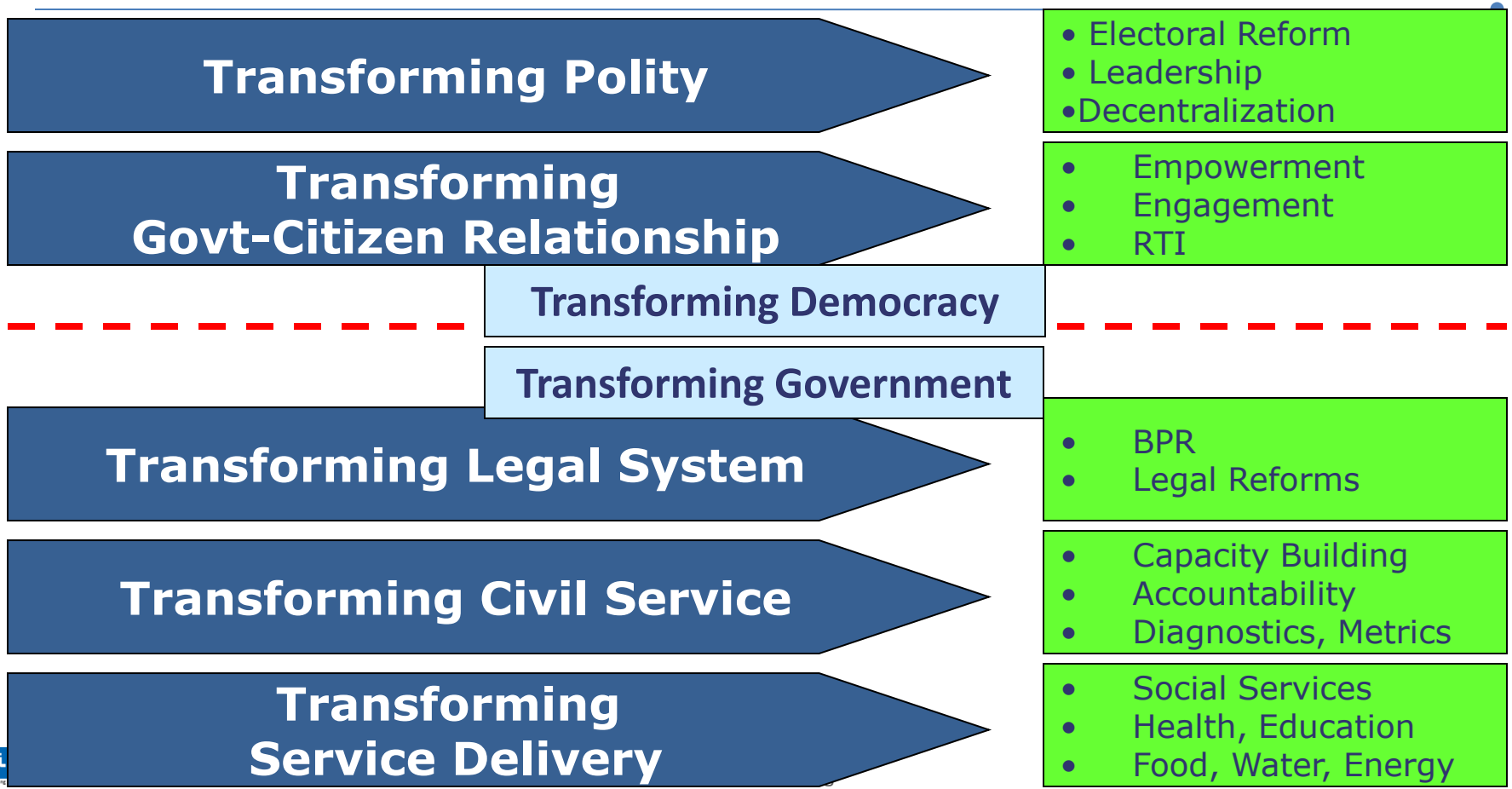
- peculiar to public sector

- Air of Mystification
- Lack of Transparency
- Corruption
- Too much of discretion
- Lack of discretion
- Unresponsiveness
- Too costly

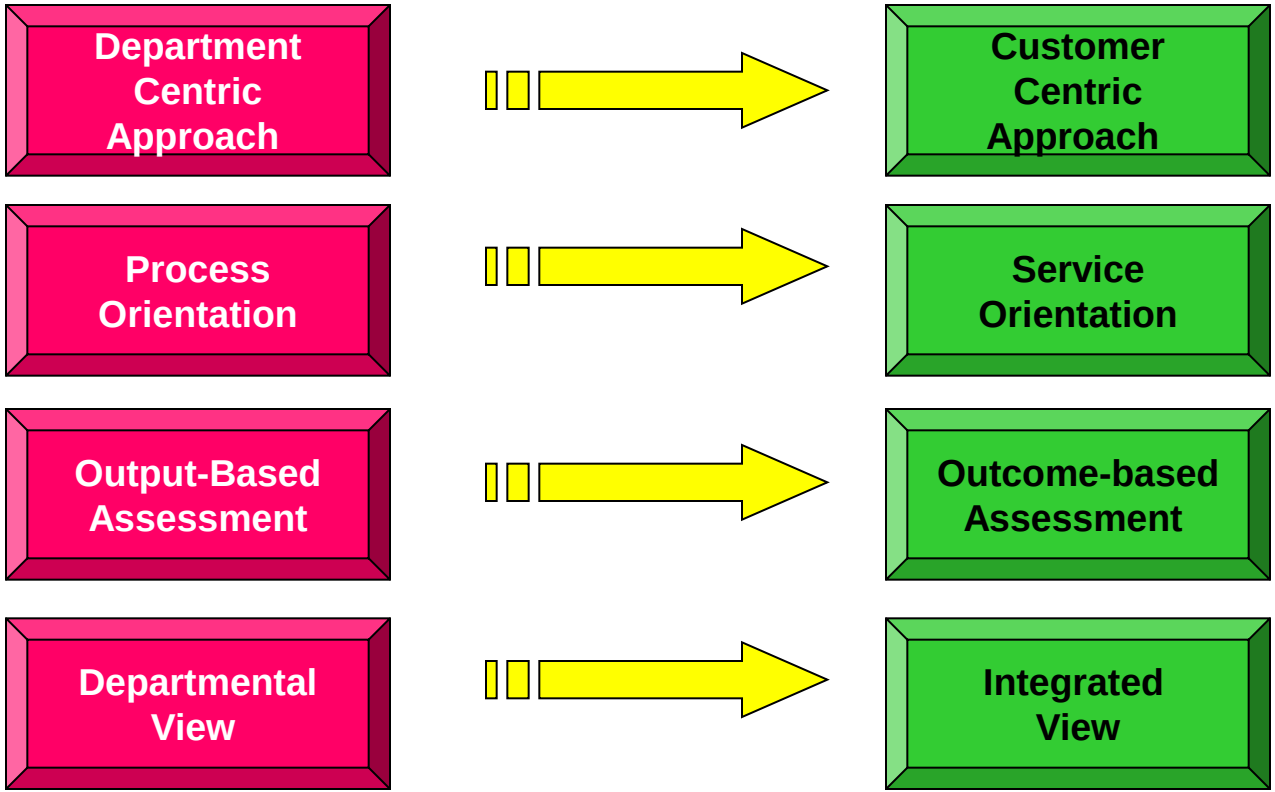
Internal Symptoms

- Information-related Symptoms
- Knowledge-related Symptoms
  - Person dependency, absence of KM system
- People-related Symptoms
- Process-related Symptoms
- Technology-related Symptoms

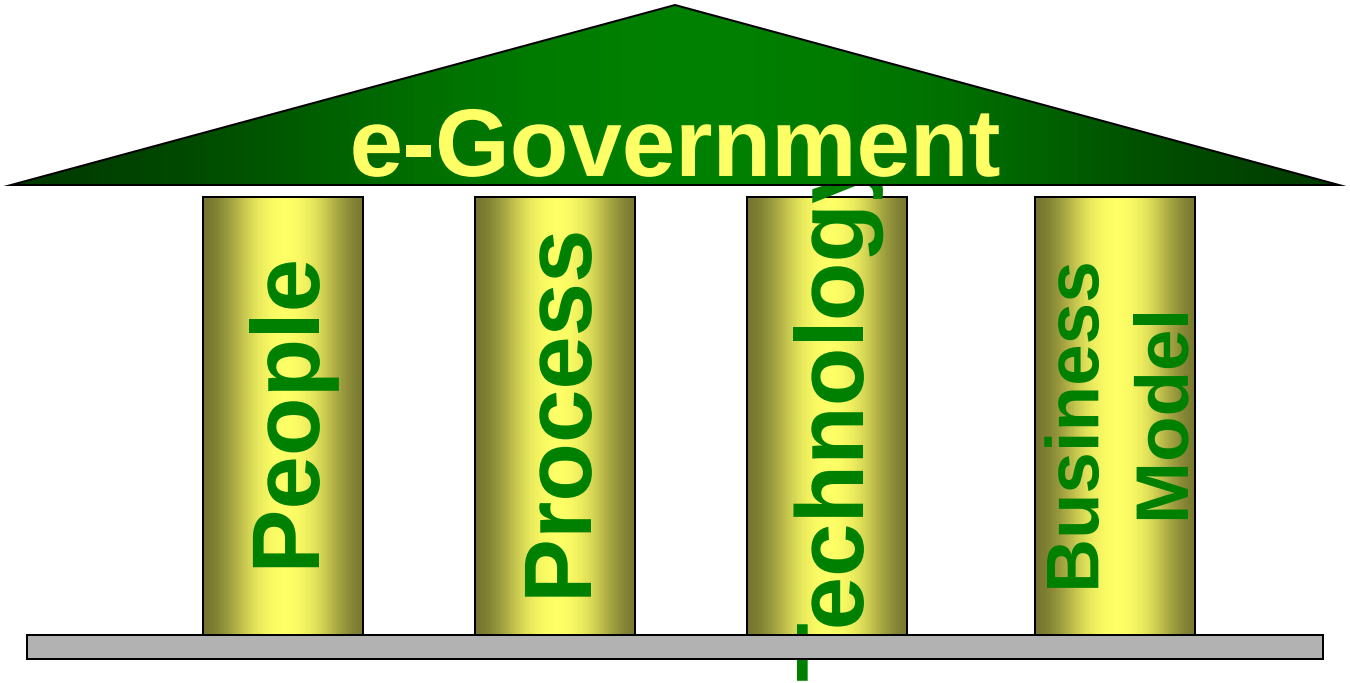
Transformation Agenda



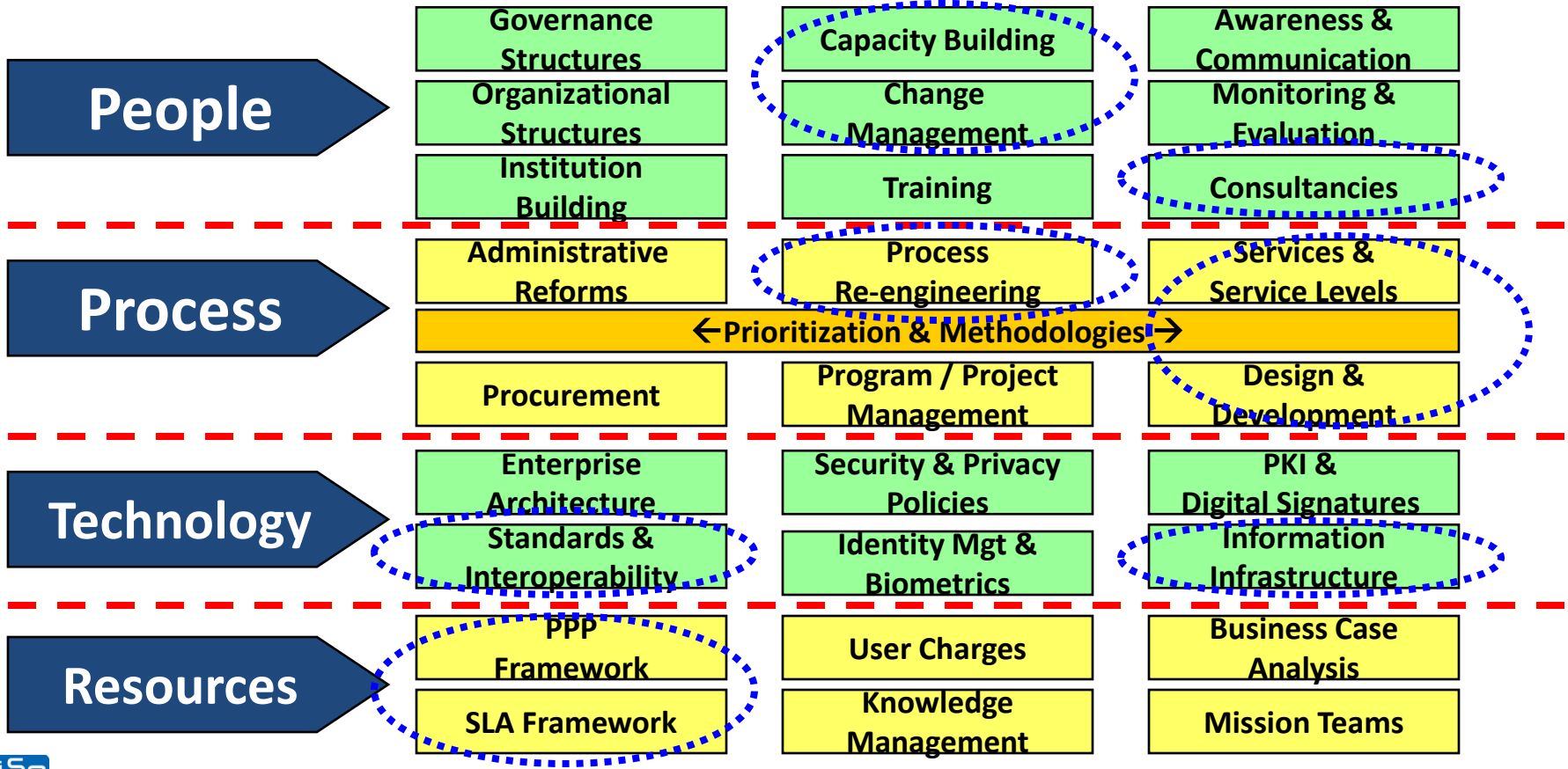
Ingredients of Transformation



The Four Pillars of eGov



The Big Picture of eGov Strategy

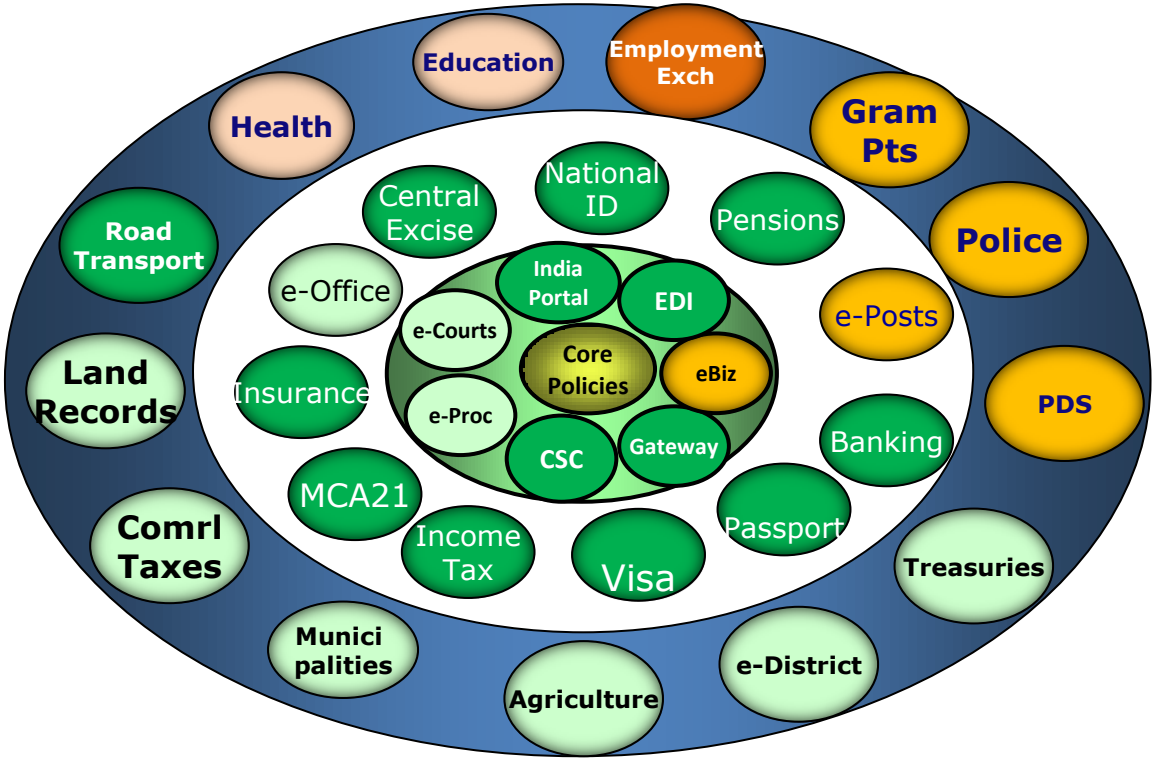


Critical Failure Factors

- Lack of Stakeholder Involvement, Customer-focus
- Department-Centric approach
- Not devoting quality time of Sr Managers
- Delay in decision-making
  - An Empowered Committee would help
- Overruns
  - Cost
  - Time
- Organizational buy-in/ ownership
- Too much of GPR
- Too little GPR
- Lack of Sustainable Business Model
- Lack of proper Architecture

National e-Governance Plan

National e-Governance Plan



14 **Providing Services**

9 **Providing services partially**

5 **Under Implementation**

1 **Design & Development**

2 **At Scoping Stage**

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

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

‘We can manage what we can measure’ www.etaal.gov.in

- 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

The AP Vision

To develop AP as an
Innovation Society
with a focus on enhancing
Quality of Life
through

Education,
Healthcare
Agriculture &
Employment Generation

AND
by providing
GOOD GOVERNANCE

Some of the Projects Launched

1. CORE Dashboard
2. e-Cabinet
3. Mee Bhoomi
4. Hudhud Portal
5. e-Office
6. Mee Kosam

e-Pragati
towards digital AP...

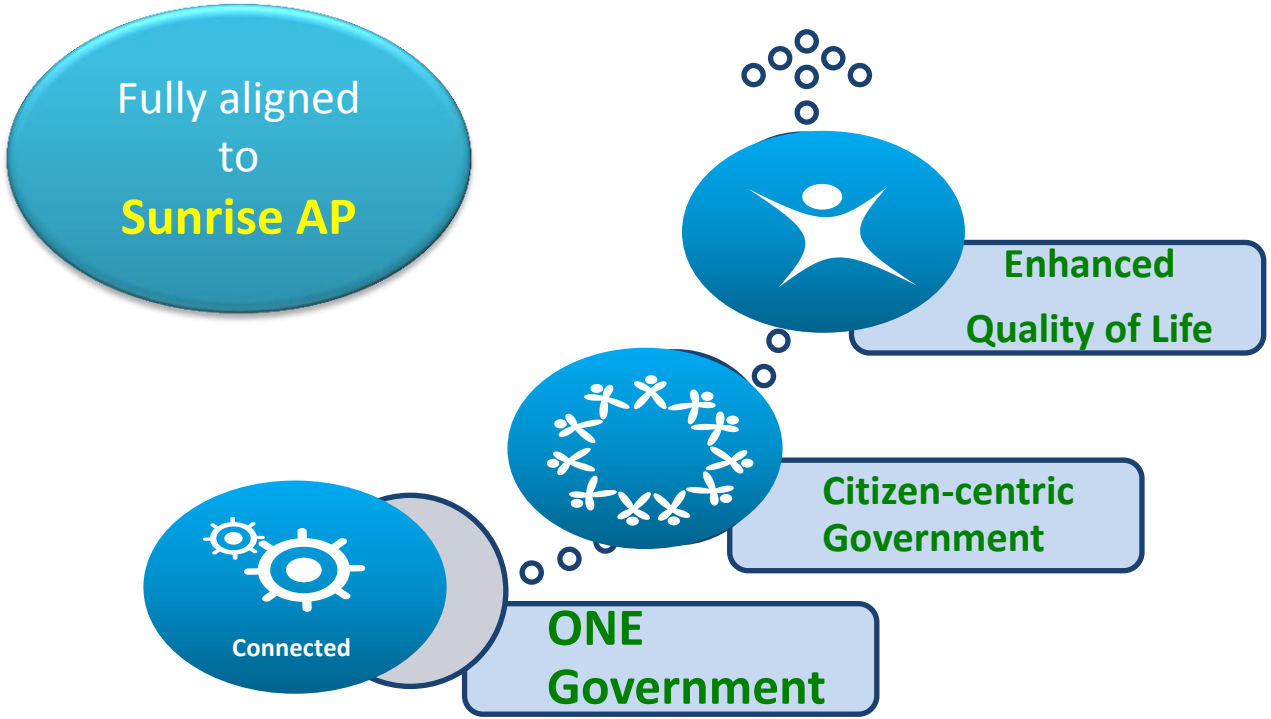
Vision

".. a new paradigm in Governance, which seeks to realize the Vision of Sunrise AP, by delivering public services in an integrated, efficient and equitable manner."

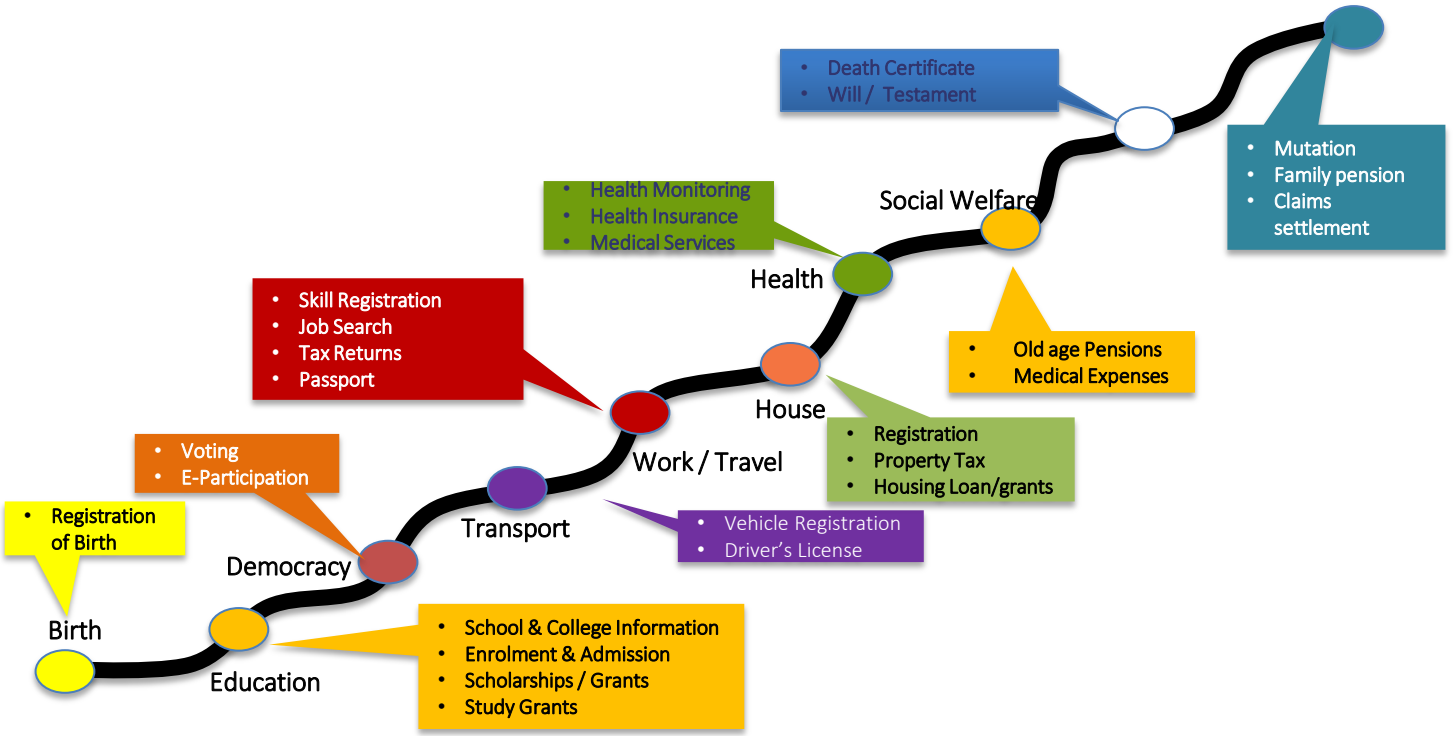
Mission

Realize Digital AP

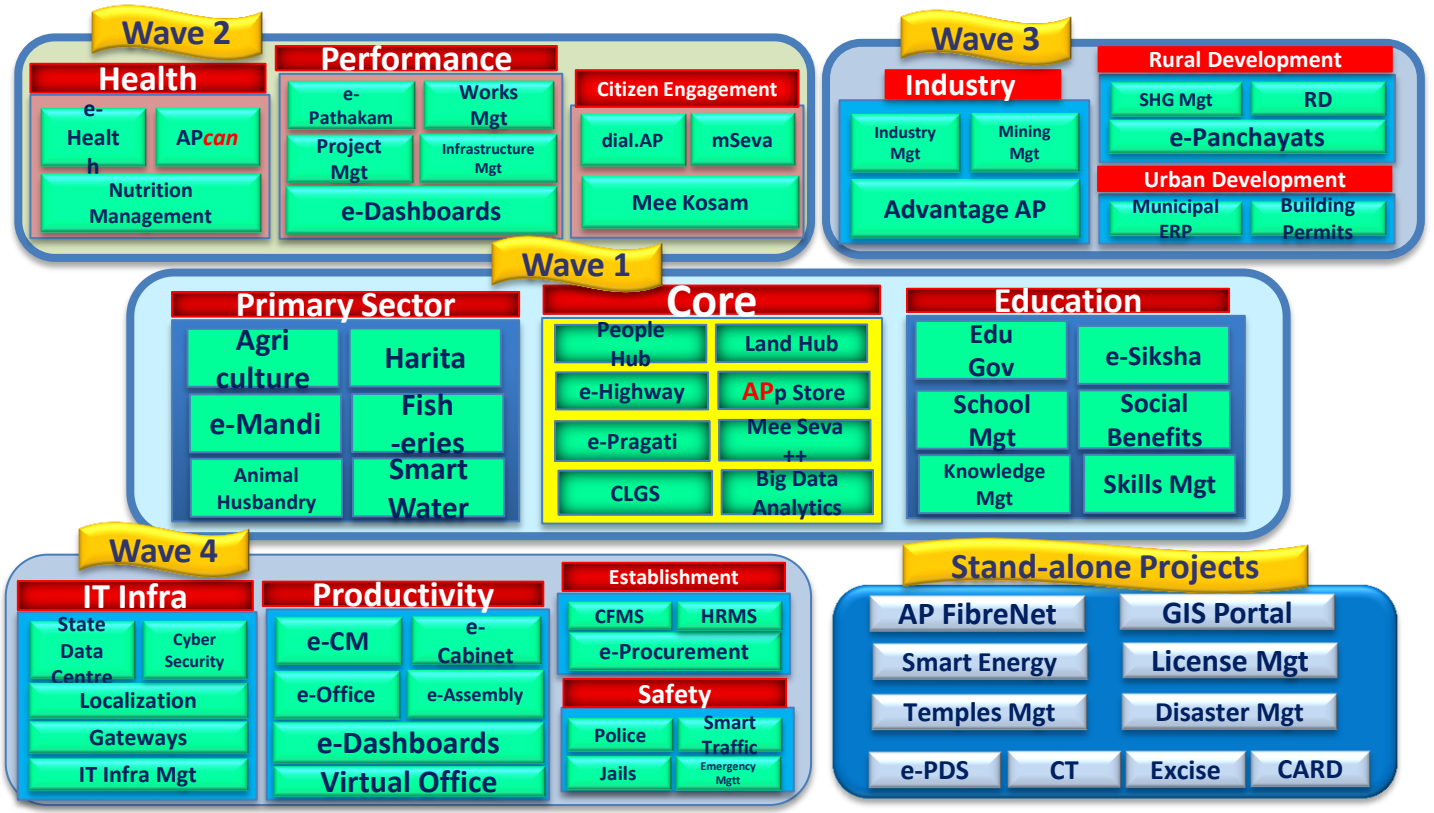
e-Pragati Value Proposition



Life Cycle Approach



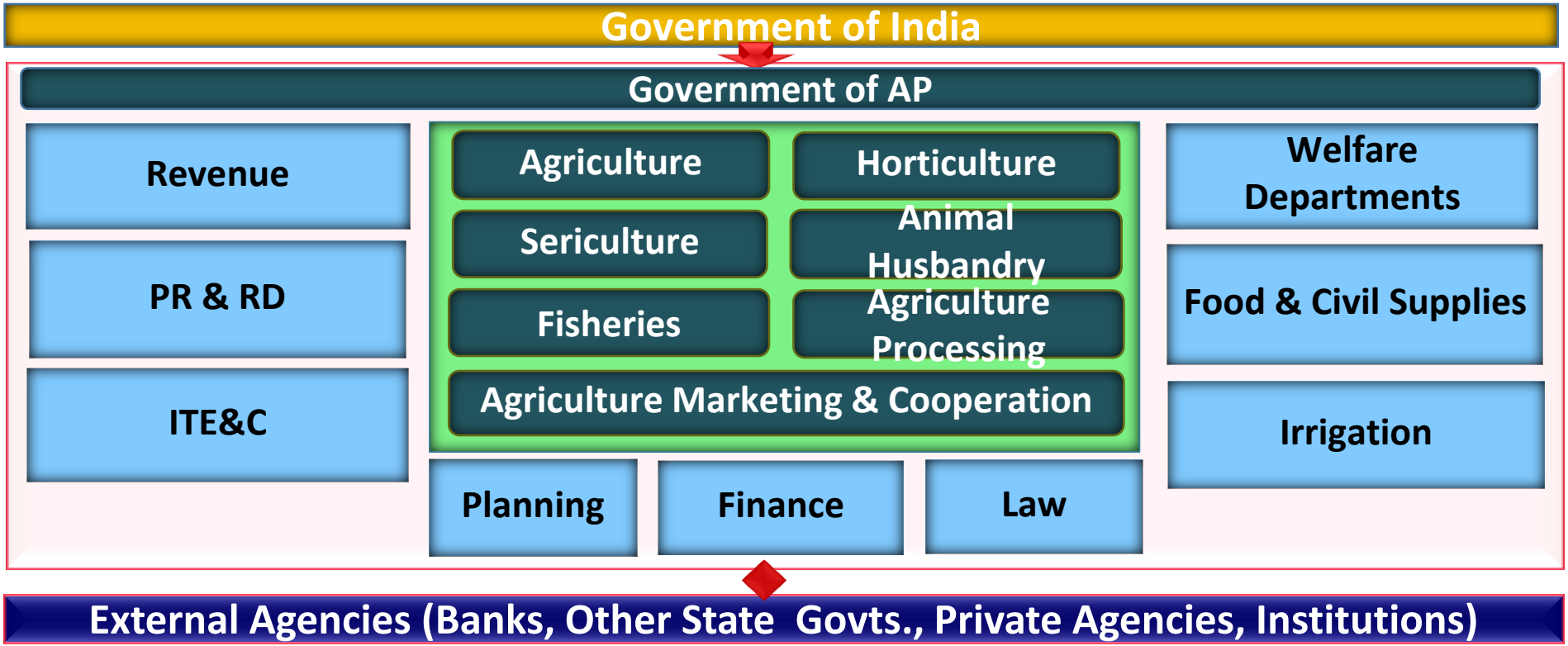
Implementation Dynamics



e-Pragati view of Primary Sector

1. Integrated View
2. Service Portfolio
3. Citizen-Centric Views
4. ePIs

Integrated View of Primary Sector

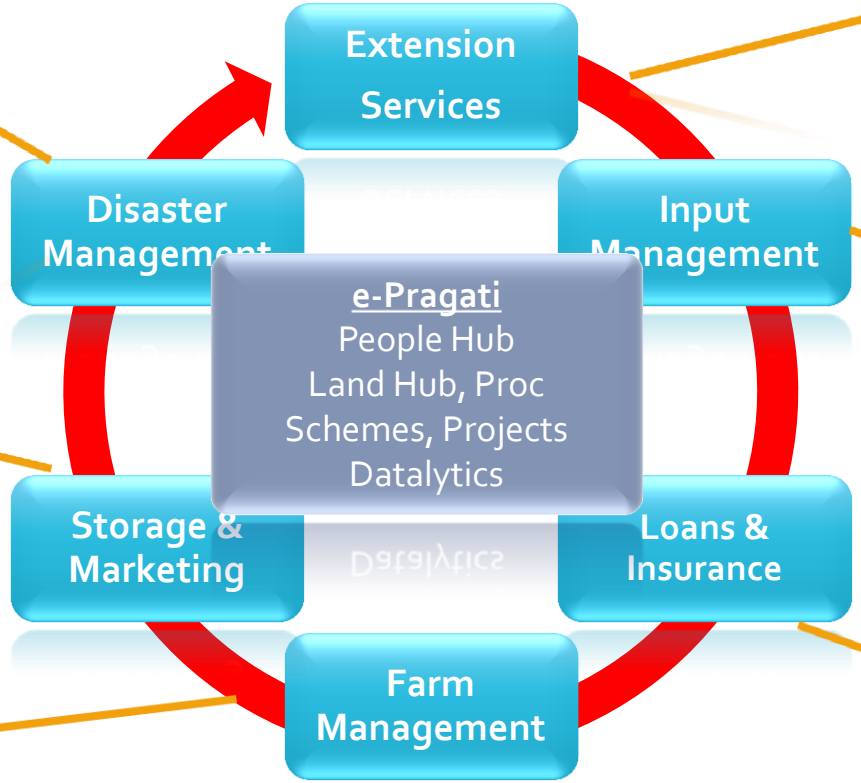


Primary Sector - Life Cycle

Alerts & Notifications
Enumeration
Distribution of Relief
Contingency Plans

Advisories / Alerts
e-Markets &
Market Interventions

Pest Control
Disease Prevention/ Mgt
Best Practices



Crop Planning
Broadcasts

Fertilizer, Pesticides, Supply Chain Mgt
Grant/ Subsidy Mgt
Regulation/ Quality Control

ST/MT/LT Loans
Rescheduling
Crop/ Livestock Insurance

Logical View of PS Package

DEVELOP

Views: Farmers | Businesses | Field Workers | Departments | Senior Management

SI to INTEGRATE

Tier I – e-Pragati APPLICATION Services

Core Projects	CFMS	HRMS	e-Procurement	People Hub	Land Hub
Farmer Services	e-Siksha	Edu Gov	Knowledge Mgt	AP^{P} Store	Disaster Mgt
	dial.AP	Mana Rashtram	Mee Seva++	Skills Mgmt	CLGS
Productivity	Scheme Mgt	License Mgt	DataLytics	e-Dashboard	GIS

CUSTOMIZE

Tier II – e-Pragati COMPONENT Services (Common Tools)

Customer-facing	Profile Mgmt	Calendar Mgmt	Notifications & Alerts	Workflow	Search
System Services	User Mgmt	Identity & Access Mgmt	System Admin	Integration Mgmt	

SI to DEVELOP

Tier III – Primary Sector COMMON Modules

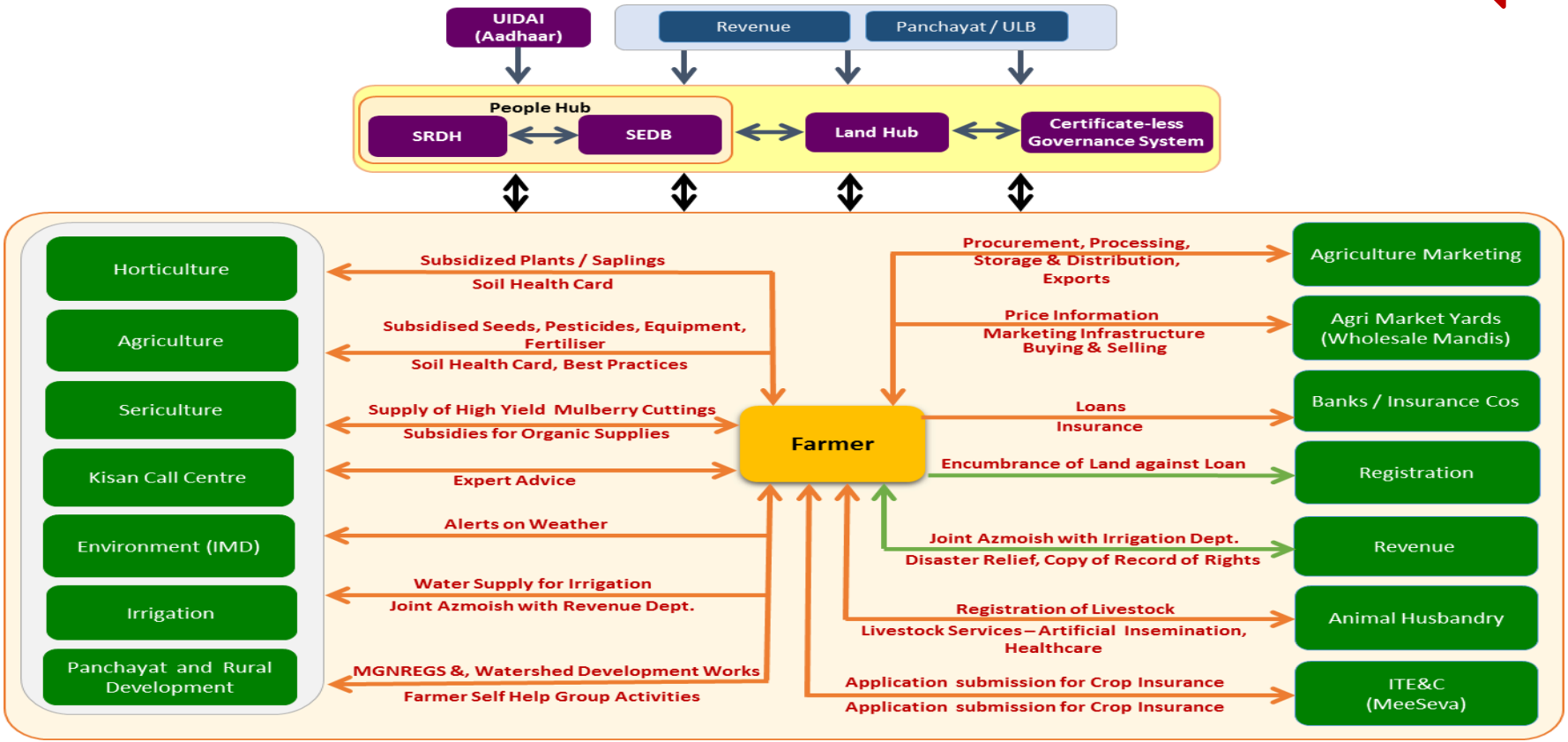
Customer-facing	Extension Mgmt	Loans & Subsidies Mgmt	Input Mgmt	Insurance Mgmt
Infra & Info Services	Farm Mgmt	Facilities and Assets Management	Marketing	Reporting & MIS

Tier IV – Primary Sector DEPARTMENTAL Modules

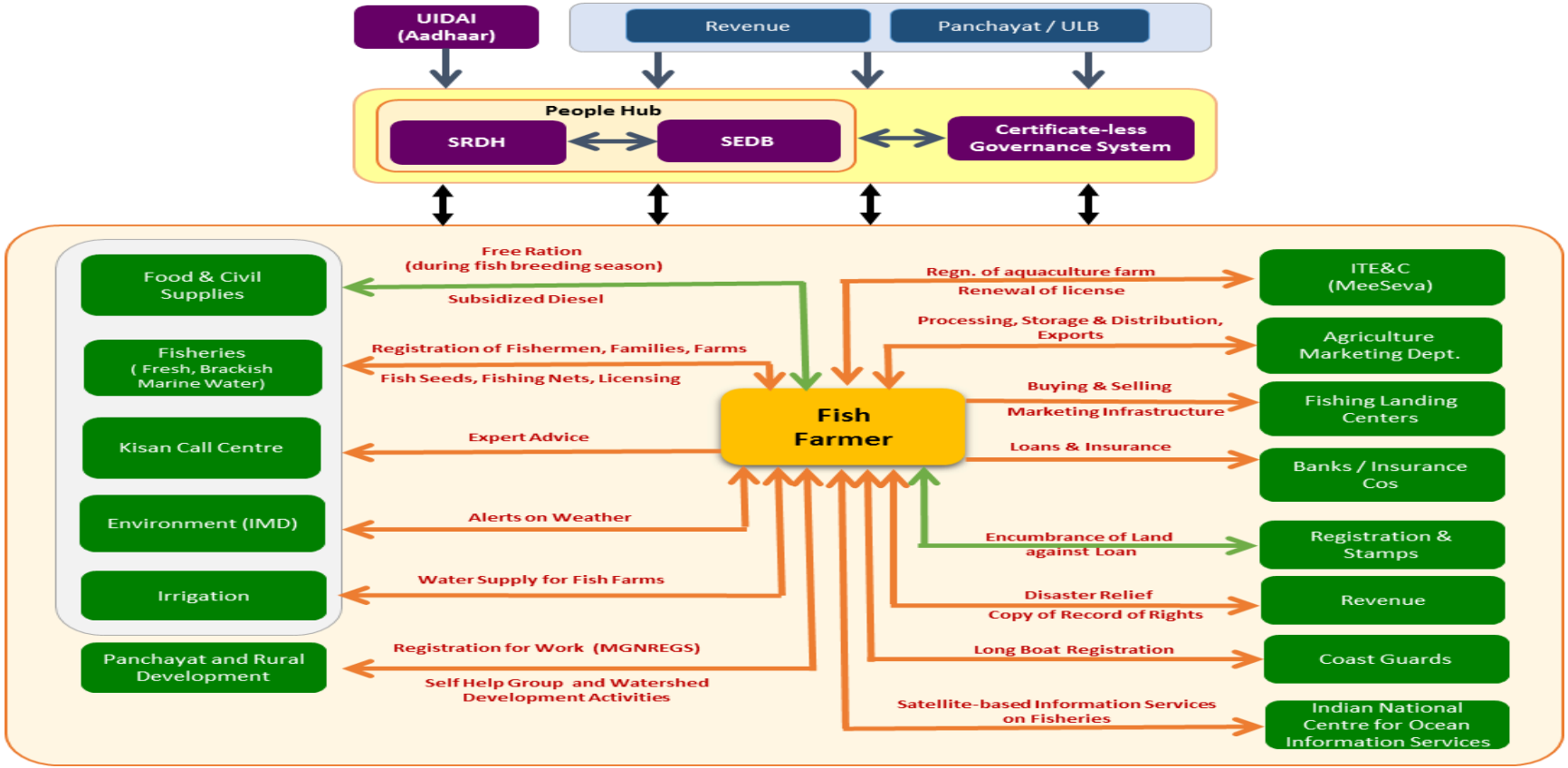
Customer-facing	Soil Health	FMS	Veterinary Services	Cane Regulatory Mgmt
	Live Stock Mgmt	Monitoring & Controlling	Testing	Dairy Mgmt

Connected View of Farmer

BACK



Connected View of Fish Farmer



e-Pragati Indicators (ePIs)– Primary Sector

1. Gross Agriculture Production
2. Productivity of Top 10 Crops
3. Gross Horticulture Production
4. Annual Production of Fish
5. Annual Production of Milk
6. Agro Processing Capacity of the State
7. Farmer Transaction Volume at e-Market Facility
8. Area under Micro and Drip Irrigation
9. Farmland Area covered under Insurance
10. Farmland Area under Organic Farming

e-Governance- the way forward

- Move from e-Government to e-Governance
- Undertake massive Process Transformation
- Adopt Enterprise Approach
- Rely on Mobile & Apps
- Embrace PPP Models
- Build, Build & Build Capacities

Thank You

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