3 ‘rd FC , MES Officers
21 Mar 22- Dr. MCRHRDI, Hyderabad

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E-Governance Professional

Source : NISG , NeGD, itpro.co.uk, IEEE invovationatwork

Understanding Transformation

- What is the need for transformation?
- How do I transform my organization?
- Why should I do it?

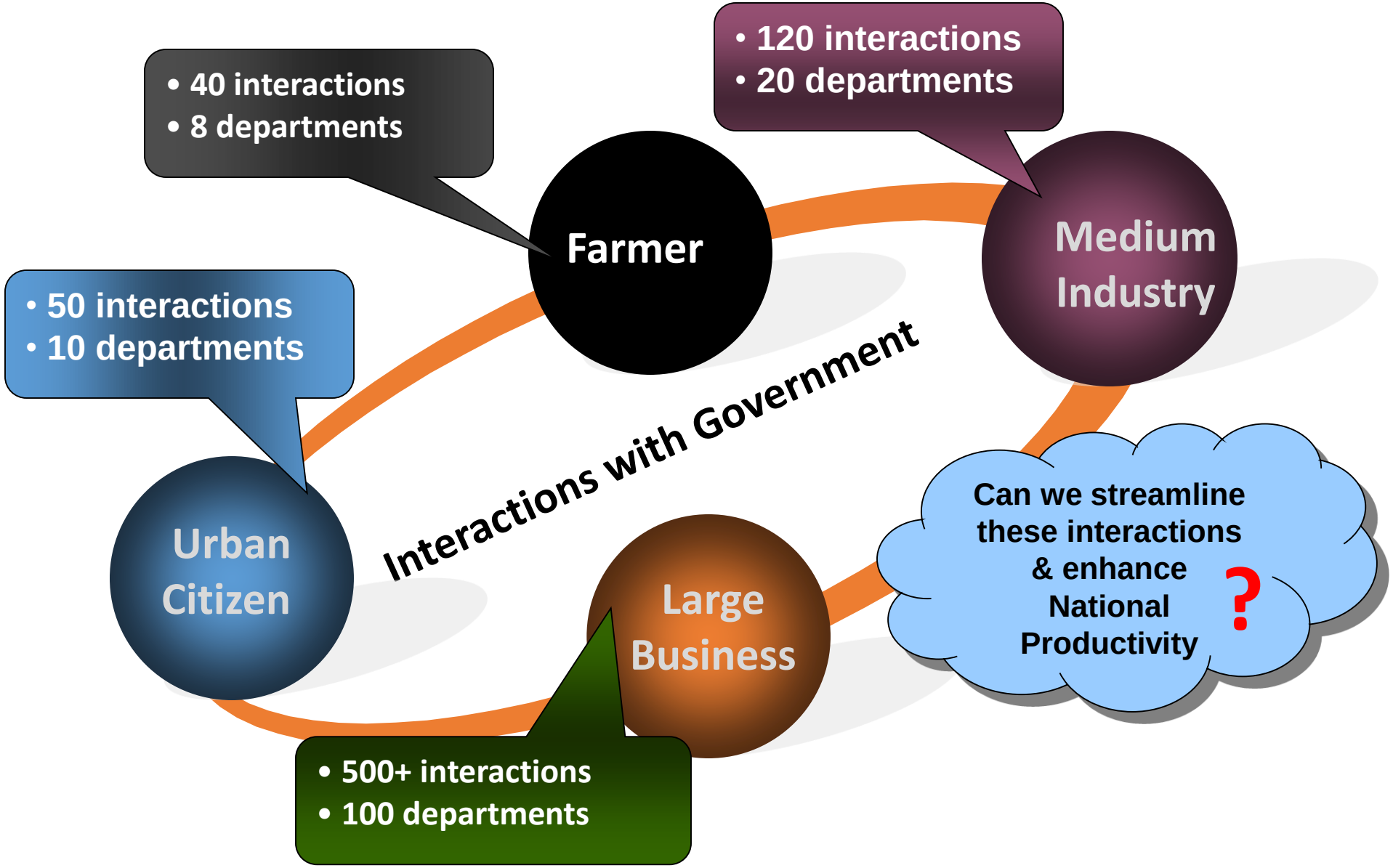
Understanding Government's goals and objectives

•*In order to enhance governance, Governments across the world has been embracing the following goals and objectives…*

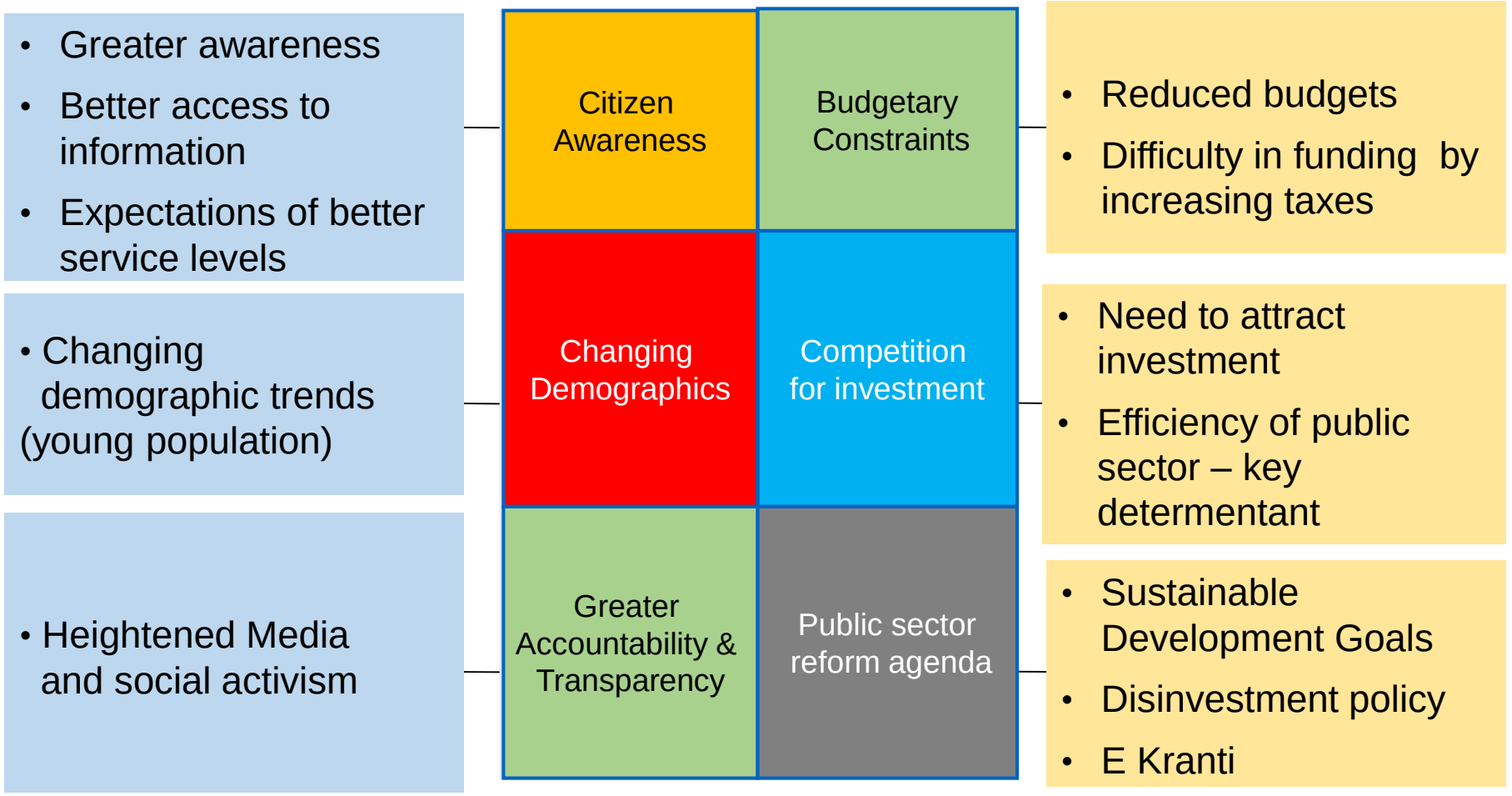
- **Service Orientation**
- **Productivity Enhancement**
- **Market Alignment**
- **Decentralization**
- **Policymaking and Service delivery**
- **Accountability**
- **Sustainability**
- **Transparency**
- **Inclusive Development**

These goals drive the agenda for transformation and reform in government

The Issue


• 40 interactions
• 8 departments
Farmer
• 120 interactions
• 20 departments
Medium Industry
• 50 interactions
• 10 departments
Urban Citizen
Interactions with Government
Large Business
• 500+ interactions
• 100 departments
Can we streamline these interactions & enhance National Productivity
?

Need for Transformation in Government.. (1/2)

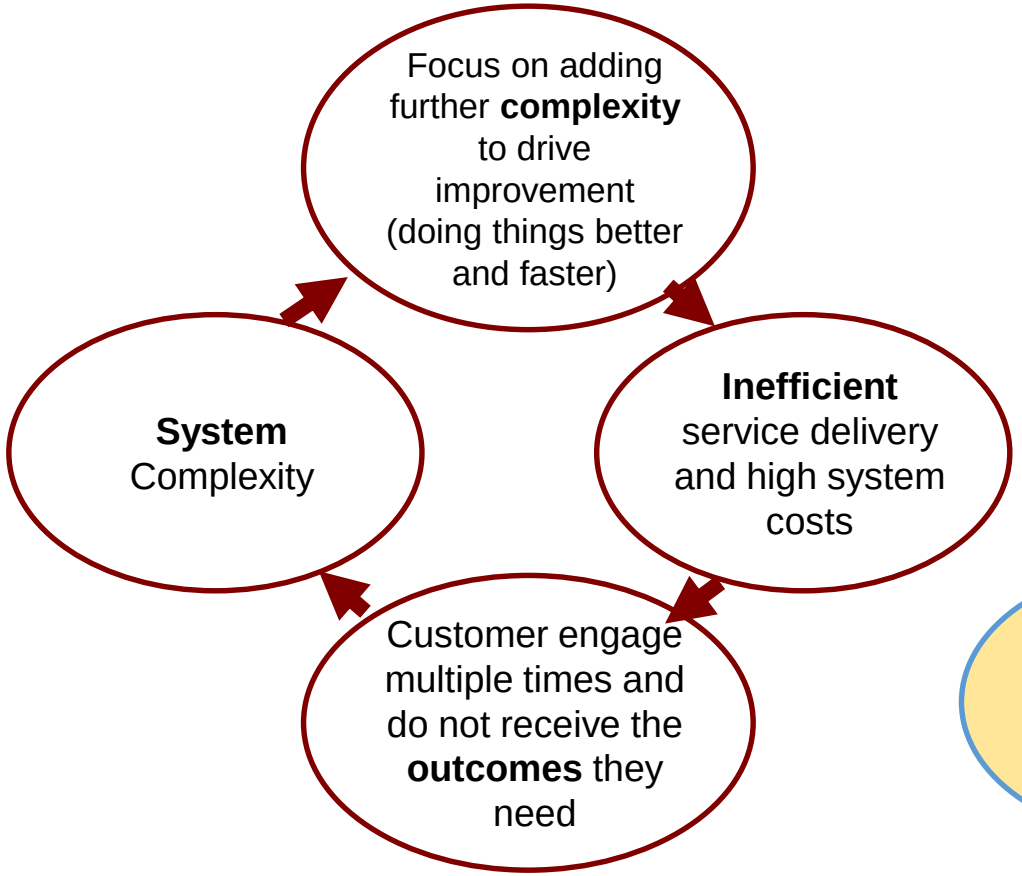


Need for Transformation in Government.. (2/2)

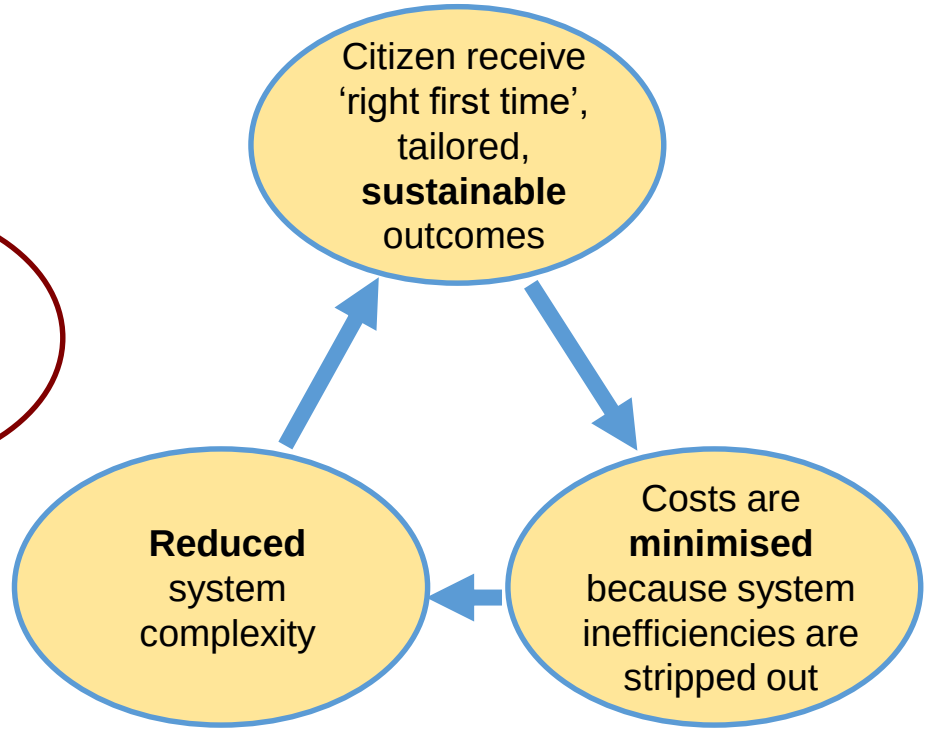
Growing citizen and market expectations…

Shift from the vicious cycle to the virtuous cycle..

VICIOUS CIRCLE
High costs and poor citizen outcomes



VIRTUOUS CIRCLE
Lower costs and improved customer outcomes



Technology as an enabler in Government reforms

- ICTs have been an integral part of many public sector reform agendas and have helped governments successfully in:
  - Increasing **convenience** to the citizens in availing government services
  - Increasing **speed and quality** of service delivery
  - citizen **empowerment** through access to information and transparency in service delivery
  - **Reduce corruption**
  - **Cost** reduction and revenue growth for government
  - **Improve compliance** with government regulations…..

Digital Governance uses Technology as a tool for reforming government

Key elements of Digital Transformation

- Watch out for the 4 key business imperatives of Digital Governance/ e Governance:
- Application of Information and Communication Technology and use of electronic delivery channels (e.g. Internet)
- Delivers key and tangible business benefits (e.g. enhances revenues)
- Involves new operational framework (e.g. processes & organization)
- Fosters efficient and effective com[illegible]ication internally and externally

Digital Governance is not about the tool (Technology), but about the good governance made possible by using these tools effectively…

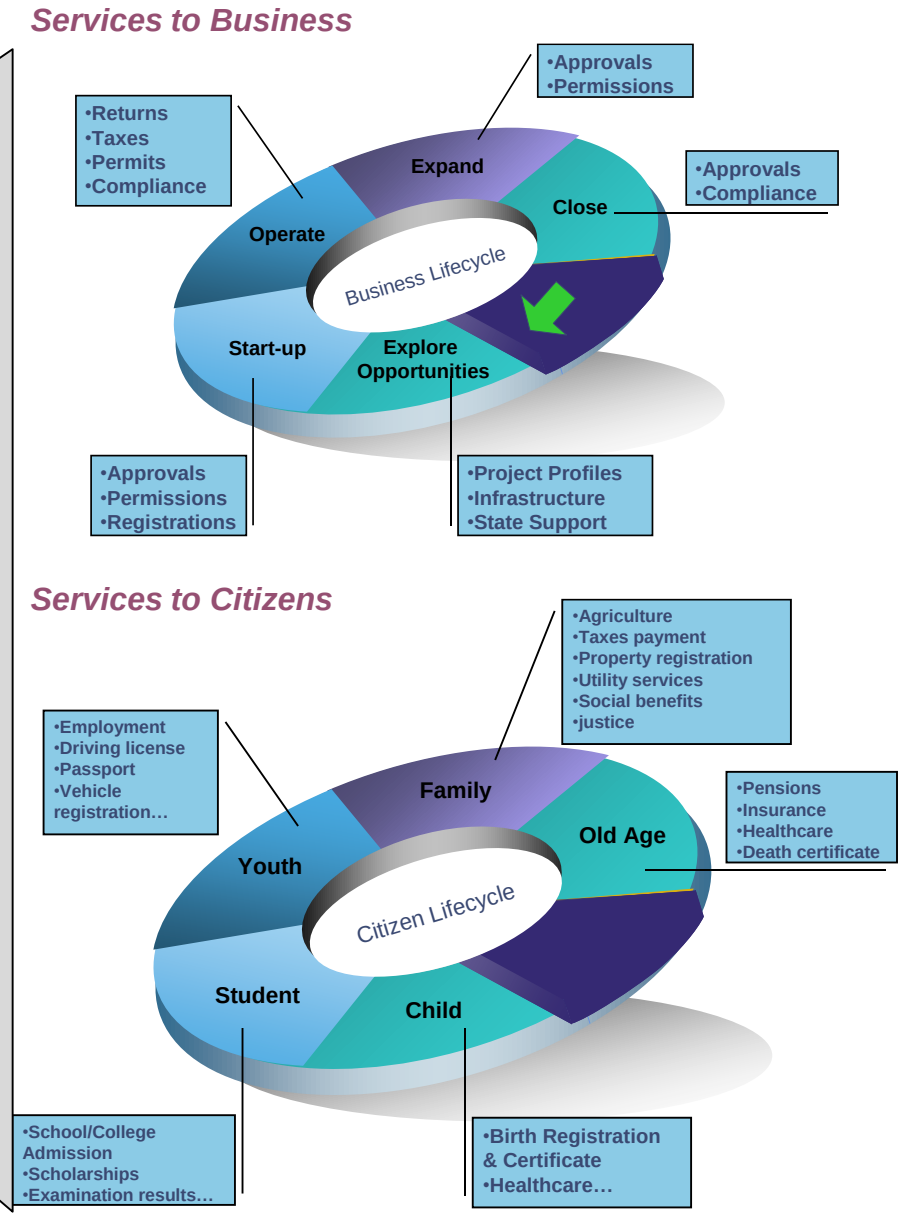
Transformation in government service delivery

Government Ministries & departments

Number of government agencies

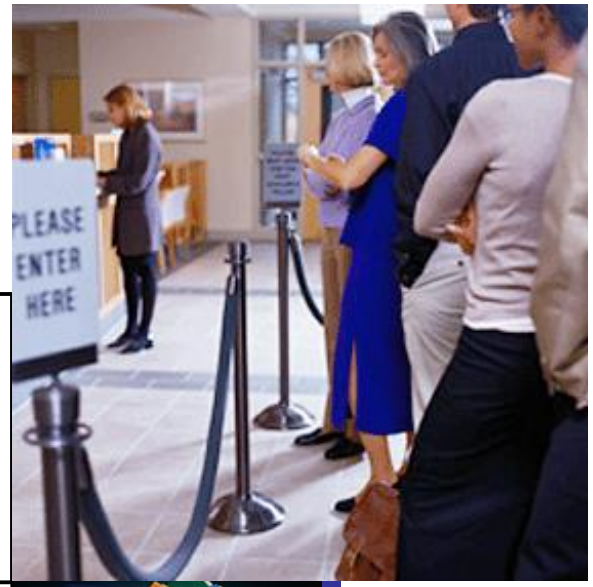
State Corporations

- Hundreds of services
- One-to-one & silo based interactions
- Lack of integrated view of customer (citizen)
- Redundancy in information, people, processes & systems
- Redundant investments
- Lack of customer centricity….



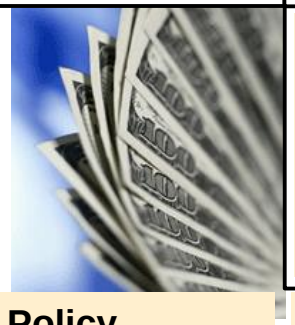
Benefits from transformation

Improving Services
- Customer satisfaction
- Potential savings
- Efficient interactions



Enhancing Citizen Participation
- Citizen input/feedback
- Information
- Campaigns

Increasing Operational Efficiencies
- Increase productivity/morale
- Share infrastructure cost
- Improve process/cycle time



Redefining Communities
- Enable virtual citizen & business communities
- Contributor to economic development

Improving Policy Formulation
- Assimilation and decision support
- Information gathering and analysis

Securing and Protecting Society
- Timely information
- Collaborate and interoperate

Enhancing Economic Development
- Attract investment
- Reduce business burdens
- Enable businesses
- Develop/attract workforce

Benefits to citizens

- Reduced transaction time and elapsed time
- Less number of trips to Government offices
- Expanded time window and convenient access
- Reduced corruption-need for bribes, use of influence
- Transparency-clarity on procedures/documents
- Less uncertainty in estimating time needed
- Fair deal and courteous treatment
- Less error prone, reduced cost of recovery
- Empowered to challenge action-greater accountability
- Levy of use charges

G2C example: e-Seva/ Mee Seva

- One-stop-shop for citizen/ business services
  - Open 8 am to 8 pm
  - Open 8 am to 3 pm on Holidays
- Over 300 + services
  - Any service at any centre, any counter
  - G2C, G2B, B2C services
- Efficient Service
  - 3 to 5 minutes per transaction on non-peak days
  - 20 to 30 min on peak days in some centres
- Good ambience for citizens
  - No more standing in line
- Electronic Queue Management system
- Services delivered through e-Seva
  - Payment of Utilities Bills (electricity, water, telephone..)
  - Receipt of Applications (Passport)
  - Application for certificates (birth & death, encumbrance)
  - Transport department services
  - Ticket reservations
  - Application for Licenses & Permits

Transformation challenges specific to rural areas…

- 60% of Indian population that lives in villages, and the set of challenges in reaching out to them are entirely different. These include:
  - Assessment of local needs and customizing Digital solutions to meet those needs
  - Connectivity
  - Content (local content based on local language)
  - Building Human Capacities
  - e-Commerce
  - Sustainability

Digital transformation in India – (In mid 90's)

- Establishment of websites for information dissemination – largely static content
- Focus was on data entry/data digitization – focused on MIS generation
- Limited or no data exchange among the offices/locations
- Most systems lead to parallel methods of working – manual and systems based (for data entry)
- Limited or no public interface – systems are largely in the back office
- Systems developed based on individual's ideas or context specific issues
- Limited success stories (e.g. Railway reservation systems)…..

Key Challenges- 90’s and early 2000

- Limited or no improvement in the administration and service delivery
- Redundant and silo based efforts and investments
- Limited capacities and skill sets
- Not a priority/focus area for government
- Limited or no funding support for IT
- Poor awareness on approach and benefits……

Changes in early to late 2000

- Increased awareness and focus on IT
- State and Central governments created dedicated institutional structures and teams for incubation of IT in government administration
- IT enablement has seen increased focus in sectors such as Land Records, Property Registration, Tax administration, Transport services..
- Significant investments made in creation of IT infrastructure at government offices – though largely used for back office functions, helped in IT skill sets improvement
- More success stores and increased visibility for e-Governance projects and benefits – created momentum in larger parts of the country
- Increased central government funding for IT adoption (e.g. Horizontal transfer of e-Governance initiatives)

Digital Services

Seamlessly integrated across departments or jurisdictions

Services available in **Real Time** *from online & Mobile platform*

Services digitally transformed for improving **Ease of Doing Business**

All citizen entitlements to be available **on the cloud**

Making all **transactions electronic**

Leveraging **GIS & Analytics** *for Decision Support*

Digital India: The Foundation

Jandhan

Aadhaar

Mobile

Cashless

Contactless

Paperless

Aadhaar: Context for the Digital Identity Infrastructure

Provision of a robust, **reusable** ID to those who do not have any formal ID document

To clean up existing databases from ghosts and duplicates

Improve Targeting and Delivery of Services

Reduce cost of Delivery of Services

Aadhaar online authentication provides a common identity platform which can be used across all applications.

Enrolment

1,248,728,258

Aadhaar Generated

Update

328,029,650

Aadhaar Updated

Authentication

35,918,324,754

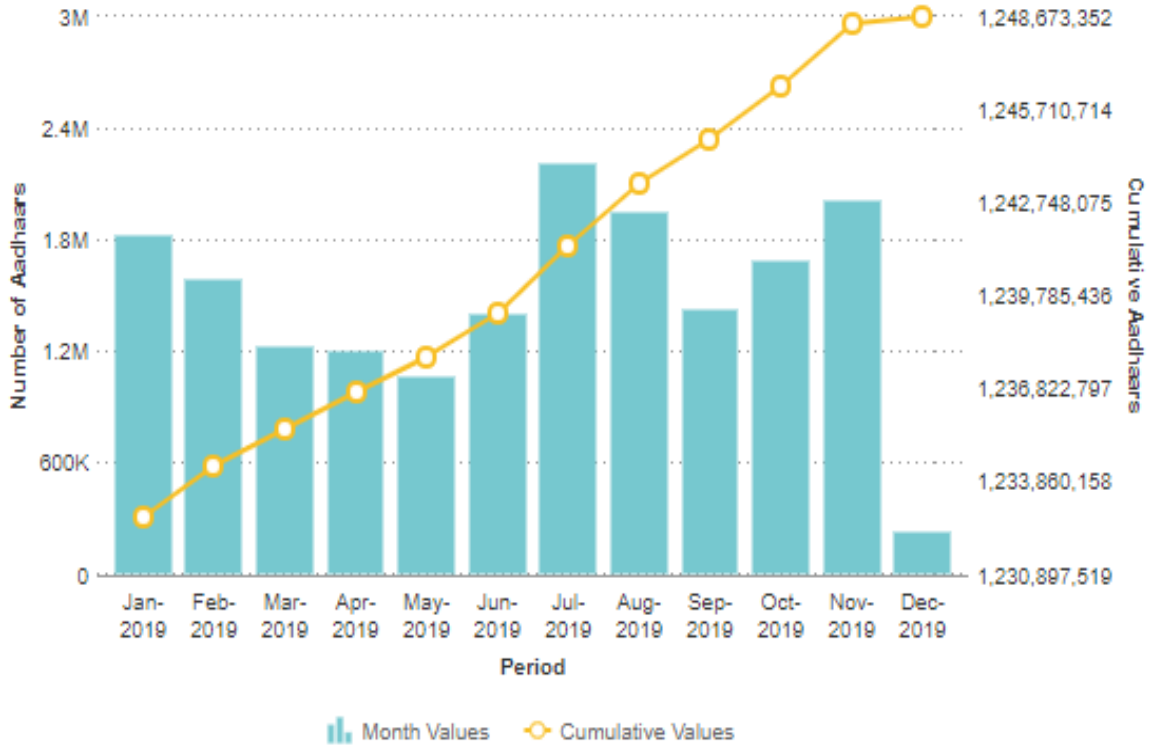
Authentication Done

eKYC

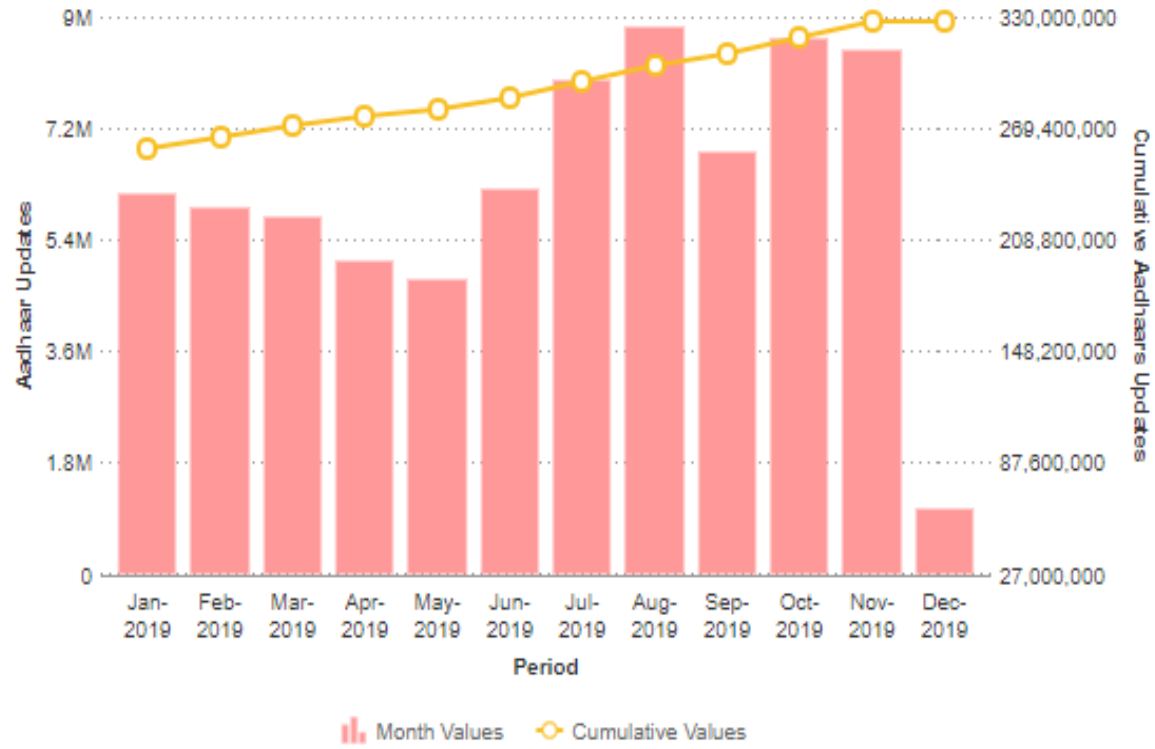
7,739,867,001

eKYC Done

Aadhaar Generation Trend



Aadhaar Update Trend



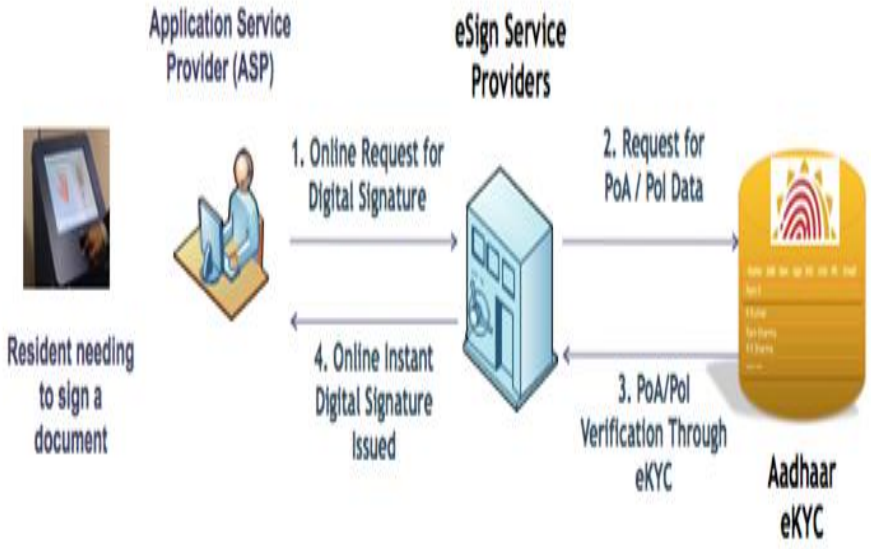
Mobile

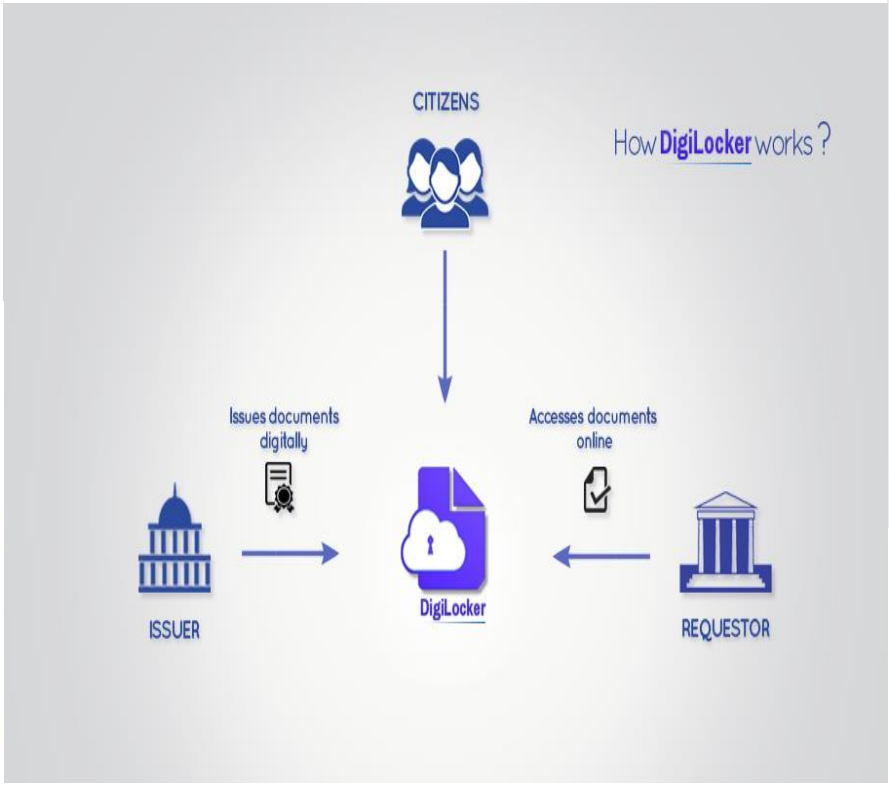
Mobile ‘Revolution’

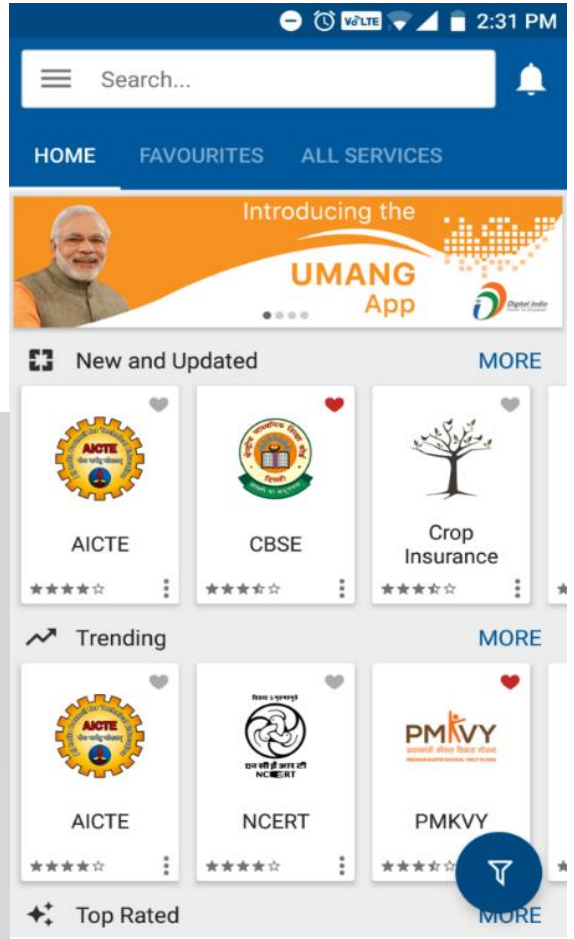
- One of the fastest growing telecom markets in the world
- Annual Revenue Rs. 1,76,000 Crores
- 1.2+ Billion mobile connections
- 650 Millions Smart phone users
- Handles 11 Bn minutes of talk-time every day
- Lowest Tariffs in the world
- Internet connections ~320 million

Many First's

- Umang-Unified Mobile App for new age Governance
- Digi Locker
- E - Sign



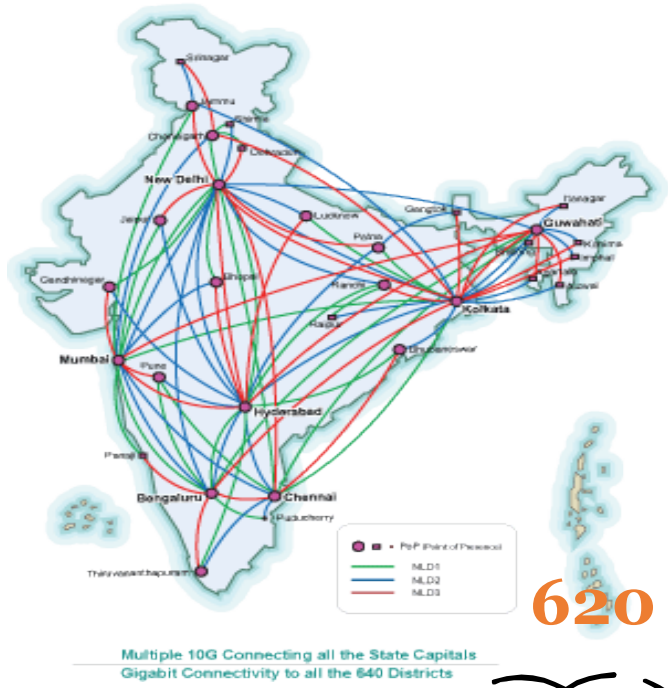




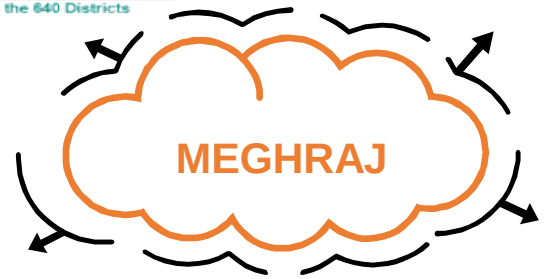
Many First's

- NKN- National Knowledge Network-

High speed connectivity to **1,600+ premier institutions + Universities**



- Meghraj-



ANYTIME, ANYWHERE – VIRTUAL DATA CENTRE

Major Applications - **Land Records, GeM, e-Office, e-Hospital, Jeevan Pramaan, MyGov**

44 MMPs – Priority verticals in Government

e-Kranti (NeGP 2.0)

15	Providing Services
16	Providing services partially
5	Under Implementation
1	Design & Development
7	At Scoping Stage

Avg >7 Cr e-Transactions /per day
(28 Feb 2018)

State -17, Central -16, Integrated - 11

GIGW CERTIFIED

National e-Transaction Count

Since 1st Jan, 2019

50,48,09,11,482

Since 1st Dec, 2019

8,15,54,169

Total Number of e-Services Integrated

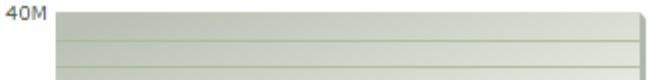
3,751

Top 5 Central Projects of December 2019

Judiciary | Agriculture | Ministry of Petroleum and Natural Gas (PAHAL - DBTL) | Rural Development | Health

eTaal is a web portal for dissemination of e-Transactions statistics of National and State level e-Governance Projects including Mission Mode Projects. It receives transaction statistics from web based applications periodically on near real time basis. eTaal presents quick analysis of transaction counts in tabular and graphical form to give quick view of

Top 5 Central Projects of December 2019



Thank you

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