



राष्ट्रीय इ-गवर्नेंस योजना National e-Governance Plan

Public services closer home

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AGENDA:



1. Earlier Perception of Governance
2. What is E-governance
3. E-Governance Stakeholders
4. Basic pillars of e-Governance
5. E-governance partnership
6. Benefits of e-Governance
7. NeGP & Vision of NeGP
8. How it was possible
9. Approach of NeGP
10. Strategic implementation
11. Core Infrastructural Projects of NeGP
12. Mission Mode Projects of NeGP
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14. NeGP 2.0 Coverage
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16. Case study: Vahan, Sarathi, Land Records, e-District
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18. Implementation Committees

EARLIER PERCEPTION of Gov.



- Complex procedures and Hierarchy
- Isolated departments
- Slow response
- Poor G2C interface
- Lack of accountability
- Lack of transparency
- Lack of reliability
- Queues every where
- Rise of bribe
- Use relations for services



E-GOVERNANCE?

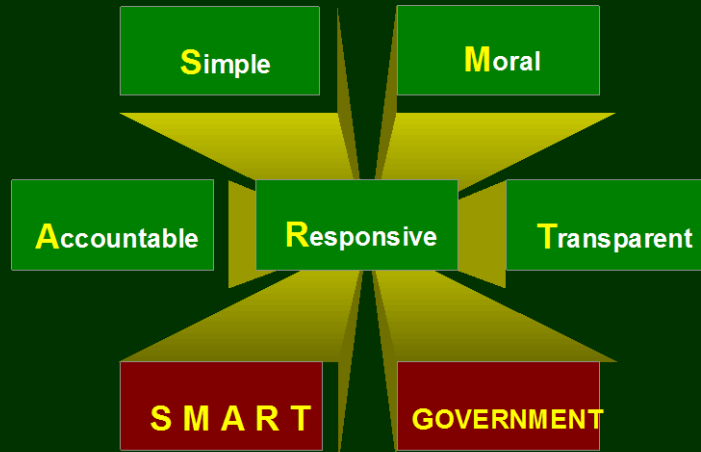


- E-Governance means Electronic Governance
- System of electronic delivery of **government services** and **information** to public (citizen or business or agency or employee) using interconnected electronic/computing devices
- E-Governance uses ICT
- Evolution of transformations:
 - 1st wave (Agricultural Revolution)
 - 2nd wave (Industrial Revolution)
 - 3rd wave (Information i.e. eGov revolution)
- SMART governance
 - **S**imple, **M**orale, **A**ccountable, **R**esponsive, and **T**ransparent

E-GOVERNANCE?



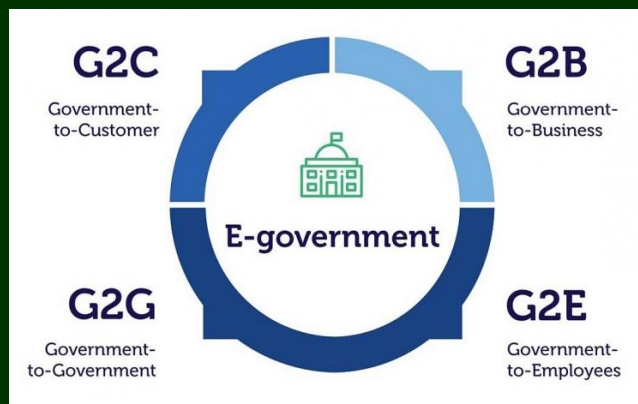
- SMART governance focuses around citizens through ICT



E-GOVERNANCE STAKEHOLDERS



- Various stakeholders:
 - Government
 - Citizen
 - Employee
 - Business



4 Pillars of e-Governance



PEOPLE

- Staff, Training & Awareness
- Professional Skills and Qualifications
- Competent Resources

PROCESS

- Management Systems
- Governance Frameworks
- Best Practice
- IT Audit



4 Pillars of e-Governance



TECHNOLOGY

- Use of ICT efficient delivery of citizen services at their door step

RESOURCES

- Without resources, no e-Governance can be achieved, therefore, following are required:
 - Professional manpower to build projects;
 - Hardware and software including licenses & support;
 - Appropriate connecting medium (Wired/Radio/WiFi);
 - Capacity building to roll out projects down the line to villages;
 - Last but not the least the sufficient budge fulfillment;

E-GOVERNANCE PARTNERSHIP



- Partnership between various stake holders with objectives as follows :
 - **e – Citizen**
 - To receive govt. services 24x7 & participate in governance process
 - **e – Business**
 - To access Govt. services, for faster economic development, and participation in value addition to govt. services
 - **e – Employees**
 - For better communication & participation in strategic planning
 - **e – Government**
 - To Increase efficiency, timeliness, accuracy, electronic service delivery near to citizen

BENEFITS OF E-GOVERNANCE



BENEFITS of e-GOVERNANCE



- Saving time and money in disseminating information to citizens
- Greater reach of services
- Accelerating quality & efficient administrative system
- Public participation to improve govt. system
- Simplified documentation, thus, easy interactions
- Improved & efficient Governments as the availability of systematic information
- Improve interface with businesses and industries

NATIONAL e-GOVERNANCE PLAN



- NeGP = Nation e-Governance Plan
- When e-Governance was successfully being rolled out then why NeGP was needed:-
 - E-Governance was not achieving goal in systematic way
 - E-Governance was not covering all the categories of ICT initiative such as:
 - Infrastructural projects,
 - Project covering maximum social coverage in delivery of services,
 - Core ICT projects to be lead by Central Ministries and projects with the help of State Line Ministries/Departments,
 - W/o GPR no e-Gov project can be perfectly and efficiently implemented

NeGP Vision



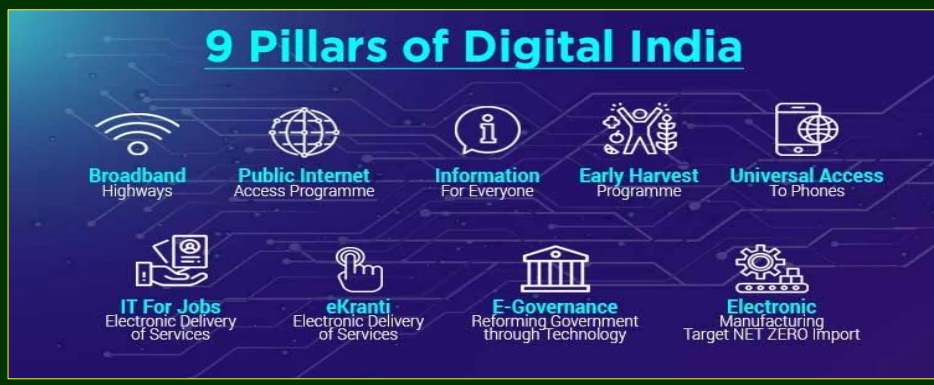
- Coined by HPM in the year of 2003
- Formulated properly by DEITY & DARPG in 2006
- The NeGP aims at improving service delivery to all with a vision:

“Make all Government services accessible to the common man in his locality through common service delivery outlets & ensure efficiency, transparency & reliability of such services at affordable costs at realize the basic needs of the common men.”

NeGP Vision (Digital India)



- NeGP Vision also includes:
 - Digital infrastructure as utility to every citizen
 - Governance and services on demand
 - Digital empowerment of citizens - 9 Basic Pillars:



NEGP Vision



“e-Governance has to be citizen-friendly. Delivery of services to citizens is considered a primary function of the government. In a democratic nation of over one billion people like India, e- Governance should enable seamless access to information and seamless flow of information across the state and central government in the federal set up. No country has so far implemented an e-Governance system for one billion people. It is a big challenge before us.”

**Dr. APJ Abdul Kalam,
Former President of India**

NEGP Vision



"e-Governance is more about an opportunity for administrative reforms than merely about electronics, IT and infrastructure. If we miss this opportunity to reengineer government processes before computerization, the cost will be enormous.”

**Sam Pitroda
Head, National Knowledge Commission**

How it was possible?



- **Past Scenario (90's)**
 - Stubborn administration for service delivery
 - Redundant and silo-based efforts
 - 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
 - Minimal networking
 - No remote computing
 - Costly hardware, software and support/licenses
 - Huge learning cost

How it was possible?



- **Earlier computers**
 - Big-sized,
 - Powerless Machines
 - Difficult to Program
 - Intimidating Interfaces
 - Low Storage Capacities
 - Heavy maintenance cost

How it was possible?



- **Changes in early 2000**
 - Small Ultra-fast & Powerful Desktops – interface to world
 - User-friendly Interfaces
 - Enormous Data Storage
 - Innumerable Applications
 - Easy to learn applications of every nature
 - Increased Networking – super highway & Networked World
 - World Wide Web
 - Email - the primary communication medium
 - Video Conferencing
 - Information Kiosks

How it was possible?



- Increased awareness and focus on IT
- Creation of dedicated institutional structures (IT Dept, IT Corporations) and dedicated teams by State/Central Governments.
- IT enablement in focus sectors such as Land Record, Property Registration, Transport, Tax administration
- Significant investments in creation of IT infrastructure at government offices through largely used for back office functions, helped in IT skill sets improvement
- More success stories and increased visibility for e-Governance projects and benefits

Approach of NeGP



- Focus on public service delivery & outcomes
- Structured consultation for setting up objectives
- Government process re-engineering
- Clear change management plan for all stakeholders
- Service delivery platform to reach remote areas
- Increased capacity building

STRATEGIC IMPLEMENTATION



- Centralized initiative, decentralized implementation
- Inducing suitable system for states to encourage adoption
- Quality and speed of implementation of services
- Services delivery through CSCs (e-Mitra kiosks)
- Ownership of Line Ministries / State Governments
- Emphasis on Private-Public Partnerships (PPP)
- SWAN/RajNet Connectivity up to block to be used
- VC infra for conducting various level of trainings

CORE INFRA PROJECTS of NεGP



- **Common Service Centers – CSC (eMitra)**
 - Total eMitra Kiosks: **83000+**,
 - Rural: **5786**, Urban: **25919**,
 - Number of Services: **450+**
- **State Data Centers – (SDC)**
 - Five SDCs having **800+** rack space
- **Wide Area Network – (SWAN – RajNET)**
 - Providing multi-mode connectivity up to GP/village level
 - Utilized by eMitra Kiosks & eMitra Plus machines
 - IP phone, VC & other SecLAN IT equipment's (10k+)

MMPs of NεGP v1.0



Central MMPs	State MMPs	Integrated MMPs
<ol style="list-style-type: none"> 1. <u>Banking</u> 2. <u>Central Excise & Customs</u> 3. <u>Income Tax (IT)</u> 4. <u>Insurance</u> 5. <u>MCA21</u> 6. <u>Passport</u> 7. <u>Immigration, Visa and Foreigners Registration & Tracking</u> 8. <u>Pension</u> 9. <u>e-Office</u> 10. <u>Posts</u> 11. <u>UID</u> 	<ol style="list-style-type: none"> 1. <u>Agriculture</u> 2. <u>Commercial Taxes</u> 3. <u>e–District</u> 4. <u>Employment Exchange</u> 5. <u>Land Records(NLRMP)</u> 6. <u>Municipalities</u> 7. <u>e-Panchayats</u> 8. <u>Police(CCTNS)</u> 9. <u>Road Transport</u> 10. <u>Treasuries Computerization</u> 11. <u>PDS</u> 12. <u>Education</u> 13. <u>Health</u> 	<ol style="list-style-type: none"> 1. <u>CSC</u> 2. <u>e-Biz</u> 3. <u>e-Courts</u> 4. <u>e-Procurement</u> 5. <u>EDI For eTrade</u> 6. <u>National e-governance Service Delivery Gateway</u> 7. <u>India Portal</u>

REASONS TO NeGP-2.0



- Huge advancements in the Technology
- Advent of the Cloud Computing
- New business models
- Capacity Building techniques
- Radical process re-engineering
- Strong international presence
- Obsolete and insufficient e-Gov projects
- Competition from other countries
- Citizens loose advantages of high quality high priced services due to market prevalent technology

NeGP-2.0 COVERAGE



- NeGP 2.0 comprises of:
 - 44 Mission Mode Projects encompassing
 - 15 central MMPs,
 - 17 state MMPs and
 - 12 integrated MMPs.
- MMPs are owned various line ministries
- State Governments are responsible for implementing State MMPs
- Completely centrally assisted implemented by MeitY, Gol

NEGP-2.0 COVERAGE



Central MMPs	State MMPs	Integrated MMPs
1. Banking	1. Agriculture 2.0	1. CSC
2. Central Excise & Customs	2. Commercial Taxes	2. e-Biz
3. Income Tax (IT)	3. e-District	3. e-Courts
4. Insurance	4. Employment Exchange	4. e-Procurement
5. MCA21	5. Land Records (NLRMP)	5. EDI For eTrade
6. Passport	6. Municipalities	6. National e-governance Service Delivery Gateway
7. Immigration, Visa and Foreigners Registration & Tracking	7. e-Panchayat	7. India Portal
8. Pension	8. Police (CCTNS)	8. Financial Inclusion
9. e-Office	9. Transport	9. Roads and Highways Information System
10. Posts	10. Treasuries Computerization	10. Social benefit
11. UID	11. PDS	11. National GIS
12. Central Armed Para Military Forces	12. Education	12. Urban Governance
13. e-Sansad	13. Health	
14. e-Bhasha	14. e-Vidhaan	
15. NMEICT - National Mission on Education through ICT	15. Agriculture 2.0	
	16. Rural Development	
	17. Women and Child development	

NEGP-2.0: eKRANTI



- **MyGov:** Samwad between Government and citizens.
 - Citizens participation 'Do', 'Discuss', 'Poll', 'Talk', 'Blog', etc.
- **DigiLocker:** To enable citizens to securely store & share their documents with service providers access them electronically.
- **e-Hospital-Online Registration Framework (ORF):** Initiative to facilitate the patients getting online OPD ticket in govt. hospitals. It also covers patient care, laboratory services & medical record management.
- **National Scholarships Portal (NSP):**
 - It provides a centralized platform for application and disbursement of scholarship to students under any scholarship scheme.
- **Jeevan Pramaan:** It is an Aadhaar based Biometric Authentication System for Pensioners for Digital Life Certificate

NEGP-2.0: eKRANTI



- **DARPAN:** Online tool to monitor & analyze the implementation of state critical & high priority projects. Shows in KPIs values to admin. & districts.
- **PRAGATI (Pro-Active Governance And Timely Implementation):** Monitoring Pro-Active Governance and Timely Implementation for bringing e-transparency and e-accountability with real-time presence and exchange among the key stakeholders (launched–2015)
- **CSCs/eMitra:** ICT enabled kiosks with broadband connectivity to provide various Governments, private and social services at the doorstep of the citizens especially in far-flung rural areas of the country
- **e-Education:** Internet broadband in all schools to provide free WiFi in all secondary and higher secondary schools (coverage would be around 2,50,000+ schools).

NEGP-2.0: eKRANTI



- **PMGDISHA:** Pradhanmantri Gramin Digital Saksharta Abhiyaan aims to make six crores people in rural India digitally literate.
- **e-Healthcare:** It is online medical consultation, online medical records, online medicine supply, pan-India exchange for patient information, etc.
- **Farmers:** Facilitates farmers to get real-time price information, online ordering of inputs & online cash, loan, & relief with mobile banking.
- **Justice:** Strengthening of interoperable criminal justice system leveraging e-Courts, e-Police, e-Jails, e-Prosecution.
- **Life Security:** Real-time mobile-based emergency services & disaster-related services to citizens to minimize loss of lives & properties.
- **Financial Inclusion:** Financial inclusion using mobile banking, Micro-ATM program, and CSCs/Post Offices/eMitra+

NEGP-2.0: eKRANTI



- **Cyber Security:** National Cyber Security Co-ordination Centre has been set up to ensure a safe and secure cyber-space within the country
- **Banking** - This MMP has been led by the banking industry and aims at integrating the core banking solutions across various banks in the country.
- **Insurance** – Industry led initiative that focuses insurance sector services being provided by the public sector insurance companies
- **MCA 21** – Provides services of the Ministry of Corporate Affairs viz. registration of companies, filing of documents, etc. through a secure portal. It has 8 service categories
- **Income Tax:** Providing income tax related services to citizens & businesses under various 18+ service categories
- **E-Office:** It aims at automating all internal file management processes within government departments/agency

NEGP-2.0: eKRANTI



- **Central Excise:** Excise & customs related services viz. online filing of service tax & excise returns, e-payment of customs duties, etc. under 16 service categories.
- **National UID:** Providing unique identification numbers to all the residents in the country.
- **Passports:** Offers passport related services under 17 service categories including new passports, renewal, tracking of status of applications, etc.
- **Immigration and Visa:** It provides immigration and visa related services under 9 service categories at the Indian Missions abroad.
- **Posts:** Focuses on postal services i.e. postal savings accounts & postal insurance
- **Transport:** It includes services like vehicle registration and driving licenses under 18 service categories.

NEGP-2.0: eKranti



- **Commercial Taxes:** Online filing of returns & taxes, automatic refunds, etc. under 22 service categories.
- **Treasuries:** It includes all payment related services through treasuries under 13 service categories.
- **Municipalities:** Provides municipal level G2C and G2B services such as birth and death certificates, payment of taxes and fees, licenses, etc. under 8 service categories.
- **Police (CCTNS):** It aims at comprehensive automation of police and criminal administration system in the country with 23 service categories.
- **Agriculture:** It provides services such as market prices, crop diseases and management, best practices in agriculture, horticulture, sericulture, etc. under 12 service categories.

NEGP-2.0: eKranti



- **Gram Panchayats:** It includes services like house taxes, trade licenses, certificates, etc. under 12 service categories.
- **Employment Exchange:** Services like registration of job seekers & guidance to them, potential employers & online registration of vacancies, etc. under 6 service categories.
- **India Portal:** It aims at providing a single window access to all government services under various departments at both central and state levels.
- **National Service Delivery Gateway(NSDG):** A messaging middleware to route intelligently & securely all service requests to the backend databases & deliver to citizens. It exchange various backend databases of different departments.

NEGP-2.0: eKRANTI



- **E-Courts:** It aims at automating court related services such as e-filing of cases, online availability of judgments, etc. under 4 service categories
- **E-Procurement:** It provides all procurement related services online to various government departments and agencies including reverse procurement

VAHAN: Road Transport



- **Nodal Department: Transport Department**
- **Main Services as follows:**
 - **Vehicle Registration**
 - New Vehicle Registration
 - Renewal of Registration
 - Transfer of Ownership
 - Change of Address etc.
 - **Fitness**
 - Issue of Fitness Certificate
 - Renewal of Fitness Certificate

VAHAN: Road Transport



- **Permit**
 - Issue of National & Interstate Permit
 - Renewal of Permit
- **State-wise tax calculation & Payment**
- **Enforcement**
 - Issue of Challan
 - Settlement of Penalty Amount

SARATHI: Road Transport



- **Comprehensive system related to Driving Licenses**
- **Deals with:**
 - issuance of Learner's License,
 - Permanent Driving License,
 - renewal of driving license,
 - Conductor's License and
 - Driving School License etc.
- **Core product to suit the requirements of 36 States under Central Motor Vehicle Act, 1988 & State motor vehicle Rules**

SARATHI: Road Transport



Services offered:

- Application for New Learner's License
- Duplicate Learner's License
- Change of Name in Learner's License
- Application for New Driving License
- Endorsement of additional Class of Vehicle on DL
- DL Renewal/Duplicate/Replacement
- Name, Address change License
- Change of Biometric in Driving License
- DL Extract of Driving License
- Download Acknowledgement slip
- Download and Print automatically generated filled forms.
- SMS Integration (SMS generation on fee payment, Approval of DL and DL/LL number sent through SMS)
- Online tracking of Application Status
- Online Slot booking for Driving/LL Test, Cancel Appointment, Slot
- Printing of Learner License by Citizen from portal after approval
- Application for Passenger Service Vehicle Badge, Duplicate Badge
- Applying Hill Driving Endorsement on Driving License
- Applying to drive vehicle loaded Hazardous Goods Material
- Driving Training School Certificate
- Online e-payment Integration through Himkosh (Treasury)

E-DISTRICT



- **Launched & Nodal Agency:** Department of IT, Govt. of India,
- **Objective:**
 - Enhance efficiencies of the various departments at the district level to enable seamless service delivery to the citizen through CSCs/eMitra
- **Strategic goals:**
 - GPR of process & delivery for efficient and effective service delivery structure as a key activity.
 - Backend computerization to enable government services,
 - Proactively providing a system of spreading information on the Government schemes,
 - Planned developmental activities and status of current activities.

▪ Core Features:

- Certificates: Creation and distribution of certificates for income, domicile, caste, Birth, Death etc.
- Licenses: Arms Licenses etc.
- Public Distribution System (PDS): Issue of Ration Card, etc.
- Social Welfare Schemes: Disbursement of old-age pensions, family pensions, widow pensions, etc.
- Complaints: Related to unfair prices, absentee teachers, non-availability of doctor, etc.
- RTI: Online filing and receipt of information relating to the Right to Information Act
- Linking with other e government projects: Registration, Land Records, and Driving Licenses, etc.

▪ Core Features...

- Information Dissemination: About government schemes, entitlements, etc.
- Assessment of taxes: Property tax, and other government taxes.
- Utility Payment: Payments relating to electricity, water bills property taxes etc

LAND RECORD MMP



- **Nodal Agency: Ministry of Rural Department**
- **Objectives:**
 - Maintenance of land records
 - Easily accessible land information
 - Records of Rights (RoRs),
 - Tenancy and crop inspection register,
 - Mutation register,
 - Disputed cases register,
 - Geological information regarding the shape, size, soil-type of the land;
- **Core Features:**
 - Completion of all data entry related to digitization of land records
 - Provision of legal sanctity to computerized Records-of-Rights (RoRs)
 - Stopping further issue of manual RORs

LAND RECORD MMP



- **Core Features...**
 - Setting up computer centers at Tehsils
 - Enabling Web access
 - The main objectives of the MMP are:
 - To facilitate easy maintenance and updates in land databases
 - To provide for comprehensive scrutiny to make land records tamper-proof (in an effort to reduce the menace of litigation and social conflicts associated with land disputes)
 - To provide the required support for implementation of development programmes for which data about distribution of land holdings is vital
 - To facilitate detailed planning for infrastructural as well as environment development

LAND RECORD MMP



▪ Core Features...

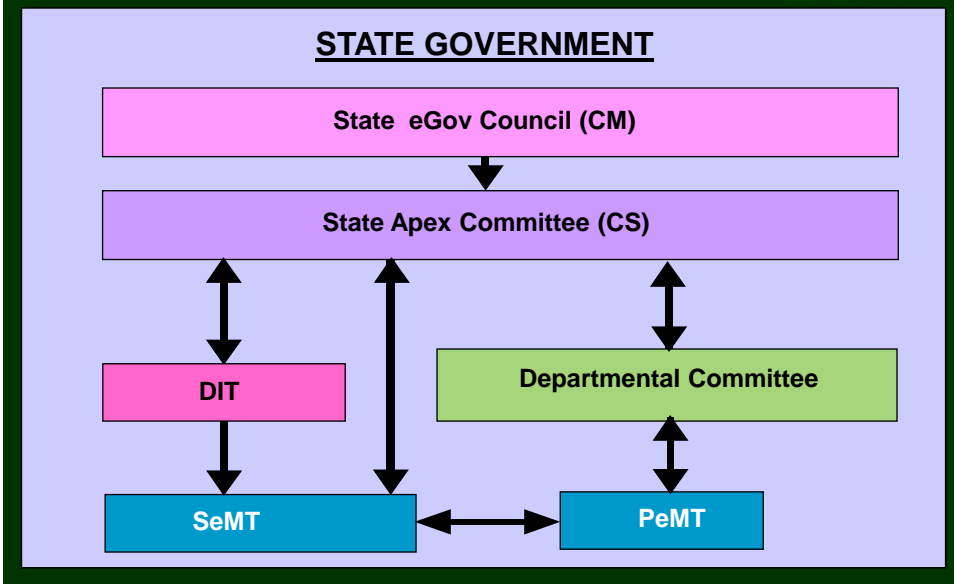
- To facilitate preparation of an annual set of records in the mechanized process, thereby producing accurate documents for recording details such as collection of land revenue, cropping pattern, etc.
- To facilitate a variety of standard and ad-hoc queries on land data
- To provide database for agricultural census
- Core Services offered under the Land Records MMP are:
- Issue of copies of RoRs
- Crop, irrigation and soil details
- Filing and tracking of status of mutation cases
- Availability and submission of forms

IMPLEMENTATION FRAMEWORK



- Implementation is challenging task
- Non-availability of IT manpower at the ground level and in all Departments/Line Ministries for:
 - Planning & Preparing DPR
 - Preparation of Function Report
 - Preparing Scope, SLA, Penalty, BoM, BoQ, T&C
 - Getting Procurement expert onboard
 - Making implementation team up to the defined extent
 - Doing surveillance, auditing and change management
 - Getting monitored as to whether milestones have been achieved in time

IMPLEMENTATION COMMITTEES



IMPLEMENTATION COMMITTEES



- **Project e Mission Team (at the departmental level)**
 - PeMT is a Project-level body under each State Department, set up to implement the e-Governance initiatives of that Department and State MMPs

IMPLEMENTATION COMMITTEES



- **State e-Mission Team (at the IT departmental level)**
 - At the Program level, a State e-Governance Mission Team (SeMT) has been proposed to support the State decision-making bodies

IMPLEMENTATION COMMITTEES



- **Apex Team (High Empowered Committee)**
 - Apex Committee would be responsible for undertaking the groundwork for providing for an overall direction, standardization and consistency through program management of the e- Governance initiatives in the State. All interdependencies, overlaps, conflicts, standards, overarching architecture, security, legal aspects, etc. across projects as well as core and support infrastructure shared across several projects would fall under the purview of this group.

Thank You



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