National e-Governance Plan

Delhi University
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Ministry of Communications and IT, GoI
Agenda

• Vision and Status of NeGP
• Status of MMPs
• New Initiatives by Deity
• E-Governance: Challenges & Way Forward
• Career Opportunities in e-Governance
NeGP Vision

“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”

May 2006
Institutional Framework (National Level)

PM’s Committee on NeGP

National e-Governance Advisory Group (Chaired by MCIT)

Apex Committee (Chaired by Cab Sec.)

DeitY

Line Ministries

NeGD

NISG

NIC

Industry

State Governments / UTs
Institutional Framework
(State Level)

State Government

State e-Gov Council (CM)

State Apex Committee (CS)

State DIT

SeMT

PeMT

Departmental Committee

Program Management

Project Management
Status of Mission Mode Projects

**CENTRAL - 11**
- Banking*
- Insurance*
- Income Tax
- Central Excise
- MCA 21
- Pensions
- Passport
- e-office
- National ID / UID
- Immigration /Visa
- Posts

**STATE - 13**
- Land Rec./NLRMP
- Transport
- e-District
- Commercial Taxes
- Treasuries
- Agriculture
- Municipalities
- Police – CCTNS
- PDS
- Gram Panchayats
- Employment Exch.
- Health
- Education

**INTEGRATED - 7**
- India Portal
- NSDG
- CSC
- e-Courts
- EDI
- e-Procurement
- e-Biz

Delivering Services - 23  Under Implementation - 4  To be approved - 4  * Industry Initiative - 2
Core & Support Components

Core infrastructure components

- Common Services Centres (CSCs)
- State Data Centres (SDCs)
- State Wide Area Networks (SWANs)
- State Service Delivery Gateway (SSDG) & State Portal

Support Components

- Core Policies
- Standards
- Technical Assistance
- R&D
- HRD & Training
- Awareness & Assessment
Core Infrastructure under NeGP

**State Wide Area Network**

- 2008-09: 7
- 2009-10: 15
- 2010-11: 25
- 2011-12: 30
- Feb'13: 31

**State Data Centre**

- 2010-11: 12
- 2011-12: 16
- Feb '13: 21

**Common Services Centre**

- 2007-08: 10350
- 2008-09: 43464
- 2009-10: 80669
- 2010-11: 95710
- Jan'13: 125034

**SSDG & State Portal**

- 2010-11: 1
- 2011-12: 4
- Feb'13: 9
New Initiatives

**Mobile Seva** Operational

Electronic Delivery of Services Bill

**Model State ESD Rules finalized and circulated**

- Rules to be notified under Section 90 read with 6 and 6A of IT Act, 2000

**e-District** approved for National Rollout
New Initiatives

**e-Pramaan: Framework for e-Authentication**

- Electronic authentication of users of web and mobile based services
- Electronic authentication of Government websites to build trust
- Common infrastructure by all central and state departments
- Defines four types of e-authentication based on sensitivity levels
  - Username/password, OTP, Digital Certificate/ Mobile PKI, Biometric
- Incorporates and uses Aadhaar Authentication services
- **PoC Completed with e-Pass in AP; e-Pramaan Gateway being developed**
New Initiatives

National Optic Fiber Network (NoFN) Pilot

- Total Outlay: Rs. 20,000 Crore
- Pilot rollout in 3 blocks and 59 Panchayats
  - Arain (Ajmer, Raj), Pervada (Vizag, AP), Panisagar (N Tripura)
- Pilot rollout to be completed by March 2013
New Initiatives

National IT Policy released as part of Triad of Policies

• To increase revenues of IT and ITES to 300 Billion USD by 2020
• To make at least one individual in every household e-literate
• To provide fiscal benefits to SMEs and Start-ups
• To create a pool of 10 million additional skilled manpower
• To provide for mandatory delivery of and affordable access to all public services in electronic mode
• To make India global hub for development of language technologies
• To adopt Open standards and promote open source
• To set up e-Gov Academy
New Initiatives

Open Government Platform inaugurated

- Enhance public access to government data, increase citizen engagement & foster innovation
- Data Portal live at [http://data.gov.in](http://data.gov.in)
- 66 Data Controllers nominated
- Implementation Guidelines:
  - Intra Ministerial Taskforce constituted
  - Draft Guidelines Formulated

Citizen Engagement Framework & Social Media Framework and Guidelines notified in September 2012
New Initiatives:
HR Policy for e-Governance

Dedicated Project Teams led by full time Mission Directors

- Delegation of administrative and financial powers
- Stability of tenure and adequate incentives

Chief Information officer and Expert Team in every Ministry

EDS Directorate in every Ministry/Department /State

Strengthening NIC

Mandatory ICT skills for entry and promotions

Training

- Setting up an e-Governance Academy
- Implementing a Comprehensive Training Framework
New Initiatives: GI Cloud

- Task Force constituted, two reports released for public consultation

Objectives:
- Optimum utilization of Infrastructure
- Speed up the development & deployment of eGov Apps
- Easy replication of successful applications across States
- Availability of certified applications at one place
# GI Cloud Components

<table>
<thead>
<tr>
<th>Components</th>
<th>Description &amp; functionalities</th>
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<tbody>
<tr>
<td>National Cloud</td>
<td>• National Cloud services to host multiple Cloud Stacks</td>
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<tr>
<td></td>
<td>• Services:</td>
</tr>
<tr>
<td></td>
<td>• IaaS (compute, storage, network)</td>
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<tr>
<td></td>
<td>• PaaS for application dev, test and hosting</td>
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<tr>
<td></td>
<td>• SaaS services like virtual desktop, email, ERP, CRM etc</td>
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<tr>
<td>National AppStore</td>
<td>• Hosted and Run on the National Cloud</td>
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<td>• Common platform for productized applications</td>
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<td></td>
<td>• Accessible in a <strong>run time or downloadable environment</strong></td>
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<tr>
<td></td>
<td>• Applications</td>
</tr>
<tr>
<td></td>
<td>• Core and common applications like payment gateway, messaging platform, MIS reporting, etc.</td>
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<tr>
<td></td>
<td>• Both cloud enabled and non-cloud applications</td>
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<td></td>
<td>• Complete eco-system with empanelled agencies</td>
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New Initiatives: Rapid Replication

- **Objective:**
  - Aimed at replication of the most successful applications across multiple States
  - Reduce time, cost and efforts required to roll out an application in another state
- Initiated in June 2012
- Selected Apps to be customized for the destination states
- Selected Apps shall be productized later and made available on the Government App Store
Rapid Replication Framework

CENTRAL APPLICATION REPOSITORY

Presentation X
Services $X_1, X_2...$

Business Logic Y

Data Base Z
Db Schema Masters

MODEL 1
Configure & Use

MODEL 2
Configure & Use

State A
Application XYZ

Presentation $X_A$
Services $X_{A1}, X_{A2}...$

Business Logic $Y_A$

Data Base $Z_A$
Db Schema Masters$_A$

State B
Application XYZ

Presentation $X_B$
Services $X_{B1}, X_{B2}...$

Business Logic $Y_B$

Data Base $Z_B$
Db Schema Masters$_B$

State C
Application XYZ

Presentation $X_C$
Services $X_{C1}, X_{C2}...$

Business Logic $Y_C$

Data Base $Z_C$
Db Schema Masters$_C$
E-Gov: Where Are We?

E-Gov Maturity Model

- Informational: Level 0 (India Portal)
- Interactional: Level 1 (E-District, Passport)
- Transactional: Level 2 (Income Tax, IRCTC, MCA21)
- Connected/Integrated: Level 3 (eBIZ*)

Overall, we are here
E-Gov Stakeholders

- People (Citizens, Businesses)
- Government (Process)
- Technology Solution Providers
- Legacy Arch./Systems
- Common Platforms Req'd.

Citizen-Centric Services Required

Extensive BPR, Common Processes Required
Challenges in e-Governance

- **People**: Capacity building, Awareness creation
- **Process**: Extensive BPR, Common processes
- **Technology (H/W, S/W)**: Revisit needed
  - emerging technologies (e.g., mobile, cloud) hold great promise
  - need for common platforms to avoid duplication
- **Implementation**: Roll out of transactional & integrated services
- **All stakeholders must work together for successful e-Gov implementation**
E-Gov Service Delivery: Issues (1/2)

- Under Utilization of Core Infrastructure (SDC, SWAN, NSDG/SSDG)
- Lack of proper project monitoring
- Lack of sharing across projects
  - Information
  - Resources
  - Core processes
- Processes have acquired rigidity & have become ends in themselves
  - no focus on outcomes and impacts
- Lack of awareness of capabilities of e-Gov
  - Mere online presence is NOT E-Gov
  - Very few truly end-to-end online services
    - E-authentication, E-payment, common processes needed
- Capacity Building needed across all levels in Govt.
E-Gov Service Delivery: Issues (2/2)

• Access is a major issue: CSCs & Mobiles hold the key
• Awareness a major bottleneck
• Lack of Impact Assessment and Feedback
• Legal status of digital documents (mostly addressed)
• No legal mandate to deliver services electronically
  • EDS Bill may address this
• Lack of ownership/leadership by Govt. Depts.
• Lack of localization in regional languages
Way Forward

• Move from Level 0 to Level 3 (Informational to Transactional & finally to Integrated) in Service Delivery

• **Common Service Delivery Model: Leveraging Cloud and Mobile**
  – Shared Infrastructure
    • SDCs, SWANs, NKN – *Mostly operational*
  – Shared Platform
    • NSDG, SSDG – *Partly operational*
    • MSDG – *Operational*
    • e-Authentication – *PoC developed*
    • Common Core processes – *Ongoing*
  – Shared Services – *Rapid replication initiative, e-Gov App Store*

• Mobile Governance to widen the access and reach
• Across the counter services, Transactions, Quality
Career Opportunities in e-Gov

- Rapid Expansion in e-Governance after NeGP, both at central and state levels
- Huge Career Opportunities for both consulting and technical professionals
- Expert Committee on HR Policy to facilitate the process further
- DeitY: National e-Governance Division (NeGD), NISG
- Most ministries have PMUs with professionals from the Private Sector
- Private sector offers bright prospects in e-gov
- E-District project has opened up huge opportunities even at district and block levels
THANK YOU
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SWAN Implementation Status

- 31 SWAN implemented
- 4 Bid Process Initiated

* Implemented under State Scheme
SDC Implementation Status

SDC - Go Live

- **SDC Operational**: 21
- **Feb-Mar ’13- Implementation in Progress**: 1
- **June’13- Implementation Initiated**: 3
- **Aug’13-Oct’13- Bid Process Initiated**: 2
- **Dec’13- RFP under finalization**: 2
- **Mar’14- RFP yet to be prepared/published**: 4
- **Opted Out**: 2
CSC Implementation Status

CSCs operational - 1,25,034 (Feb’13)
SSDG Implementation Status

- Maharashtra
- Kerala
- Tamil Nadu
- J&K
- HP
- Rajasthan
- Gujarat
- CHH
- Arunachal Pradesh
- Puducherry
- Andaman & Nicobar Islands
- Dadra & Nagar Haveli
- Daman and Diu
- Lakshadweep
- Goa
- Delhi
- Punjab
- Uttarakhand
- JHD
- Uttarakhand
- Bihar
- MP
- CHH
- Orissa
- AP
- Orissa
- Karnataka
- TN
- Kerala
- Andaman & Nicobar Islands

- Go - Live
- Implementation in progress
- Bid evaluation complete and States to issue LoI/Contract
- States which are yet to float RFP
- DPR not submitted
41 Pilot Districts in 16 States... 13 States are live!

<table>
<thead>
<tr>
<th>S. No.</th>
<th>State</th>
<th>No. of Pilot Districts</th>
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<tbody>
<tr>
<td>1</td>
<td>Uttar Pradesh</td>
<td>6</td>
</tr>
<tr>
<td>2</td>
<td>Assam</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>Punjab</td>
<td>2</td>
</tr>
<tr>
<td>4</td>
<td>Madhya Pradesh</td>
<td>5</td>
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<td>5</td>
<td>Bihar</td>
<td>4</td>
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<td>6</td>
<td>Haryana</td>
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<tr>
<td>7</td>
<td>Kerala</td>
<td>2</td>
</tr>
<tr>
<td>8</td>
<td>Tamil Nadu</td>
<td>6</td>
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<tr>
<td>9</td>
<td>West Bengal</td>
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<td>10</td>
<td>Jharkhand</td>
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<tr>
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<tr>
<td>15</td>
<td>Rajasthan</td>
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<tr>
<td>16</td>
<td>Puducherry</td>
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<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>41</strong></td>
</tr>
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Mobile Service Delivery: Progress & Next Steps

Framework for Mobile Governance notified: February 2012

MSDG Launched in July 2011

- SMS Gateway launched in July 2011
- 51969 and 166 shortcode operationalized by DeitY for M-Gov Services
- USSD and IVRS operational with Pilot Stage

MSDG with all channels to be fully operational by end of FY 2012

MSDG enabled for integration with all MMPs; 4 MMPs (UID, CCTNS, Election Commission, Insurance) already integrated
Ready & operational channels under MSDG

**SMS Gateway launched: July’12**

- **PUSH SMS (Messages sent by Departments to users/ citizens):**
  - 132 Depts. offering their services; more than 1.05 Cr. SMSes pushed
  - Largest users: UIDAI (~1670479), Sales Tax Maharashtra (~299360), MPSC (~105720)

- **PULL SMS (Messages received by Departments from users/ citizens):**
  - 115 services have been operationalized for integrating Departments
  - Leading integrators: Nagaland (24), Maharashtra (8), West Bengal (14), UID (3)
  - Approx. 91598 Pull SMSes for 51969/166

**Mobile App Store launched: Jan’12**

- 8 live apps (including ECI Polling Stn Location) and 32 generic mobile apps hosted

- Generic apps cover services related to Social Welfare and Issuance of Certificates (Currently on the Android platform, but work underway on the J2ME platform)

**USSD & IVRS Services in Pilot Stage**

(As of 10-Nov-2012)
Model IT (ESD) Rules, 2012:

Salient Features:

• System of Electronic Service Delivery enables delivery of public services through e-mode

• Specification of forms, manner of ESD

• Notification of service providers/agents for ESD

• Fixation of service charges/ collection, retention and appropriation of service charges

• Determination of norms on service levels to be complied with by the service providers/agents

• Procedure for making changes in a repository of electronically signed electronic records
Model IT (ESD) Rules, 2012:

Implications:
• More government-related processes & services could go the digital way.
• Reduction in process time, and delays in delivering services,
• Tamper proof records
• Safe storage of records
• Transparent and corruption free processes
• Reduce need for applicant’s physical presence at government offices

• DeitY requested States for adoption of Model Rules: July 2012
• State of Manipur adopted rules in August 2012
Mobile Seva: Mobile Service Delivery Gateway (MSDG)

- MSDG Launched in July 2011
- 51969 and 166 shortcodes operationalized for M-Gov
- USSD and IVRS operational with Pilot Stage
- MSDG with all channels to be operational by Dec. 2013
MSDG – Operational Channels

**SMS Gateway** launched in July 2011

- **PUSH SMS**: 181 Depts. Integrated, 3.95 Cr.+ SMSes pushed
- **PULL SMS**: 197 unique services operationalized; over 3.67 lakh Pull SMSes sent

**Mobile App Store** launched in January 2012

- 34 Live and 50 Generic mobile applications hosted

**USSD & IVRS Services** in Pilot Stage
MSDG National Rollout – New Solutions

- Location Based Services
- Billing Gateway
- MMS Gateway
- Cell Broadcasting
- SIM Toolkit
- Other Mobile Developments

M-Payment

- M-payment Gateway integrated with Credit / Debit Card
- SMS-based integration with NPCI m-payment solution(IMPS)
Current metrics of the project can be tracked LIVE by stakeholders and citizens on the mgov portal.
m-Apps can be downloaded free of cost from the m-App Store