# E- Governance in India

E-GOVERNANCE

DIGITAL INDIA

No Cash!
Go Digital

# What is e-governance?

E-governance is the application of Information Technology to the processes of government functioning to bring about…

Smart

Moral

Accountable

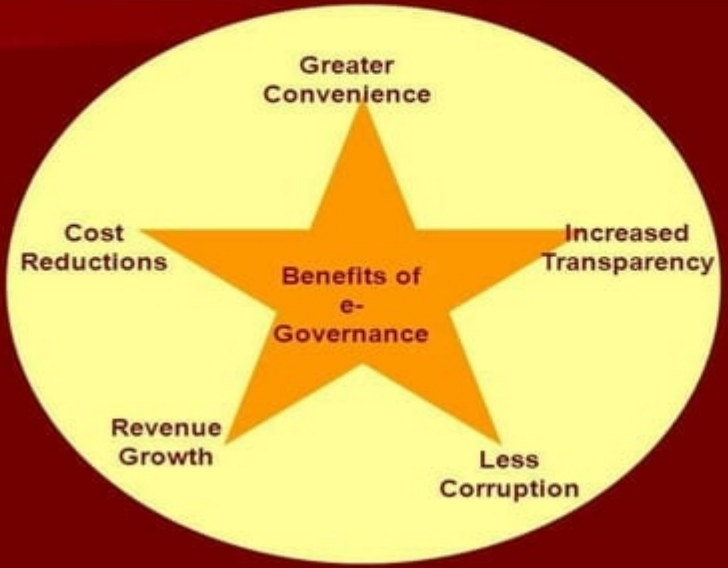
Responsive

Transparent Governance.

# Purpose of E- Governance

- E-governance, expands to **electronic governance**, is the integration of **Information and Communication Technology (ICT)**in all the processes, with the aim of enhancing government ability to address the needs of the general public.
- The basic purpose of e-governance is to simplify processes for all, i.e. government, citizens, businesses, etc. at National, State and local levels.
- To **promote good governance.** It connotes the implementation of information technology in the government processes and functions so as to cause **simple, moral, accountable and transparent governance.**
- To provide access to government services, dissemination of information, communication in a quick and efficient manner.

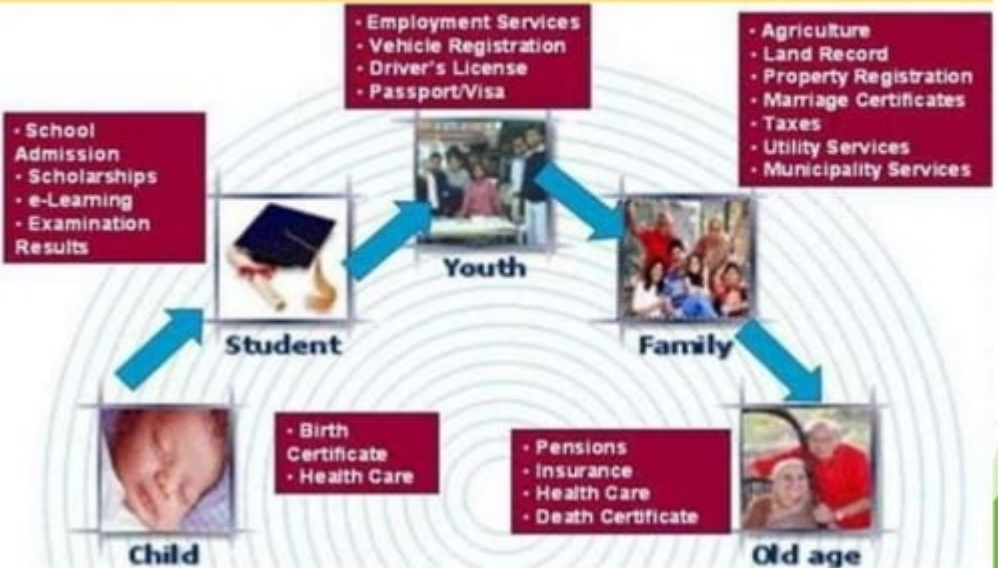
# Benefits of e-Governance



# Benefits Of E-Governance

- Better access to information and quality services for citizens.
- Simplicity, efficiency and accountability in the government.
- Expanded reach of governance.
- It empowers people to gather information regarding any dept of govt.
- Proper implementation of e-Governance practices make it possible for people to get their info through online were he no need to visit the place directly.

# SCOPE of e-governance



Consensus oriented
Accountable
Participatory
Transparent
GOOD GOVERNANCE
Follows the rule of law
Responsive
Effective and efficient
Equitable and inclusive

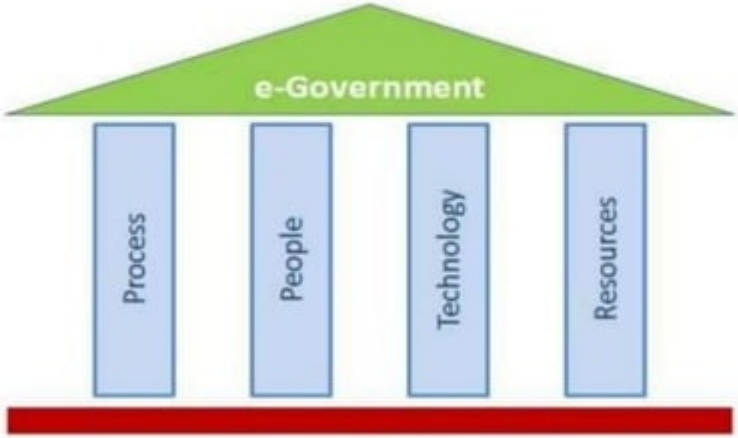
# Definitions of E-Government

- Transformation of government to provide Efficient, Convenient & Transparent Services to the Citizens & Businesses through Information & Communication Technologies.
- A process of change in the way government shares information and delivers services to achieve greater transparency and convenience in transacting with citizens and businesses.
- The use of ICT in public administration combined with organisation changes and new skills in order to improve public services and democratic processes and strengthen support to public policies.
- Use by government agencies of information technologies (such as Wide Area Networks, the Internet, and mobile computing) that have the ability to transform relations with citizens, businesses, and other arms of government.

# Is there any distinction between e-Governance and e-Government ?

- e-Governance subsumes e-Government as Governance is a broader notion than government
- e-Governance refers to processes which use ICT for enabling transactions between stakeholders and the government
- e-Government reflects efficient delivery of services by using emerging technologies
- e-Governance concept encompasses the State's institutional arrangements, decision-making processes, relationships between government and public
- e-Government reflects largely on improving administrative efficiency

# 4 PILLARS of e-governance



PEOPLE
Staff Training & Awareness
Professional Skills and Qualifications
Competent Resources
PROCESS
Management Systems
Governance Frameworks
Best Practice
IT Audit
TECHNOLOGY
You can't deploy technology without competent people, support processes or an overall plan.

# TYPES OF E - GOVERNANCE

G2C

G2E

G2B

G2G

### Government to Citizen (G2C)

- ✓ eServices
- ✓ Applications
- ✓ Records Request
- ✓ Tax Remittances
- ✓ Public Utility Invoicing
- ✓ ePayments
- ✓ Complaints and Feedback
- ✓ Voting
- ✓ Public Opinions

### Government to Government (G2G)

- ✓ Budget Management
- ✓ Policy Implementations
- ✓ Approvals
- ✓ Revenue Management
- ✓ Trainings
- ✓ Notices and Alerts
- ✓ Projects

### Government to Employee(G2E)

- ✓ Attendance
- ✓ Policies
- ✓ Payroll
- ✓ Administration
- ✓ Self-Service
- ✓ Pension
- ✓ Healthcare

### Government to Business (G2B)

- ✓ Taxation
- ✓ Licensing
- ✓ Contracting & Procurement
- ✓ Subsidies
- ✓ Approvals

# GOVERNMENT 2 GOVERNMENT

G2E is transaction between between the central/national and local governments, and between government department and agencies and organisation.

It Includes,

→ Records by state government

→ Schemes,plan,Initiatives

Example: The example of Government to Government is that

e-governance standard Portal of **India**
**http://egovstandards.gov.in**

G2G

# E-GOVERNMENT:
# Government-to-Business (G2B)

- E-government category that includes interaction between governments and businesses. Government selling to business and providing them with services and businesses selling products and services to government. The relationship is two way; G2B and B2G
- **Government E-Procurements:** governments purchase maintenance, repair and operations items, materials and services from businesses through the Internet as well as other information and networking systems, such as electronic data interchange.
- **Forward E-Auctions**: Governments auction equipment surpluses or other goods and vehicles. These auctions are now moving to the Internet. These can be done using government web sites or they can use third-party auction sites such as ebay.com

Government
to
Employee
Services
Security
Insurance
Human
Capital
Health
Care
Other
Services
Payroll

# GOVERNMENT 2 EMPLOYEE

G2E is transaction between government and Employee.

It Includes,

→ Online conference for employee
→ Online training
→ Employee information

G2E

Example: The example of Government to Employee is that

Ex. e-Training for *Employees*
*www.egovonline.net*

# GOVERNMENT 2 CITIZENS

G2C is transaction between government and citizens.

It includes,

→ Basic citizens services such as online registration of birth/death/marriage certificates
→Health care, education services etc.
→filing of income taxes

G2C

Example: The example of Government to Citizens is that

→ National Portal of India
**India.gov.in**

# E-GOVERNANCE UNDER IT ACT,2000

- Chapter 3 of the IT Act, 2000 (Sections 4-10A) deals with e-governance.
- Section 4 of the Indian IT Act, 2000 confers legal recognition to electronic records .Paper based documents are equated with electronic records so long as they are made available in electronic form.
- Section 5 confers legal recognition to digital signatures and equates it with handwritten signatures. The authentication of such digital signatures will be ensured by means of digital signatures affixed in such manner as the Central Government prescribes.

# E-GOVERNANCE UNDER IT ACT, 2000

- Section 6- aims to promote use of electronic records and digital signatures in Government and its agencies. It provides for filing documents online with governmental authorities, grant of licenses /approvals and receipt/payment of money.
- Section 7- allows retention of electronic records akin to paper based records to fulfill legal requirement of retention of records.
- Section 8 -In case of the electronic as well as the traditionally printed gazette, it is stipulated that publication of rules, regulations and notifications in the Electronic Gazette shall also be legally recognized.

# E-GOVERNANCE UNDER IT ACT, 2000

- Section 9 At the same time , no person can insist on electronic filing of returns or records, as the Government needs sufficient time to set up infrastructure facilities that will enable them to conduct electronic transactions in the future.
- Section 10 The Central Government has been conferred with the power to make rules in respect of Digital Signature, interalia, the type, manner, format in which digital signature is to be affixed and procedure of the way in which the digital signature is to be processed.
- Section 10 A- Validity of contracts formed through electronic means. such contract shall not be deemed to be unenforceable solely on the ground that such electronic form or means was used for that purpose.

# E-Governance Initiatives in India

# Various E-governance programmes in India

- The National e-Governance Plan (NeGP) has been formulated by the Department of Electronics and Information Technology (DEITY) and Department of Administrative Reforms and Public Grievances (DARPG) in 2006.

- The NeGP aims at improving delivery of Government services to citizens and businesses with the following 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."*

# National eGovernance Plan (NeGP)

NeGP, takes a holistic view of e-Governance initiatives across the country, integrating them into a collective vision, a shared cause. The Government approved the National e-Governance Plan (NeGP), comprising of 27 Mission Mode Projects on May 18 2006. In the year 2011, 4 projects-Health, Education, PDS and Posts were introduced to make the list to 31.

Central MMPs

- Banking
- Central Excise & Customs
- Income Tax (IT)
- Insurance
- MCA21
- Passport
- Immigration, Visa and Foreigners Registration & Tracking
- Pension
- e-Office
- Posts
- UID

State MMPs

- Agriculture
- Commercial Taxes
- e-District
- Employment Exchange
- Land Records (NLRMP)
- Municipalities
- e-Panchayats
- Police(CCTNS)
- Road Transport
- Treasuries Computerization
- PDS
- Education
- Health

Integrated MMPs

- CSC
- e-Biz
- e-Courts
- e-Procurement
- EDI For eTrade
- National e-governance Service Delivery Gateway
- India Portal

# Bhoomi

- The Department of Revenue in Karnataka State has computerized 20 million records of land ownership of 6.7 million farmers in the State.

# Bhoomi Project - Karnataka

Objectives of Bhoomi project

- Facilitate easy maintenance and prompt updatation of land records.
- Make land records tamper proof.
- Provide farmers easy access to their land records.
- Create and construct databases of land revenue, cropping pattern, land use, etc.
- Utilize the data for planning and formulating development programmes.
- Enable usage of this database by courts, banks, private organizations and Internet Service Providers (ISPs).

# Vidya Vahini

- It provides opportunity for schools, teachers & students all across the nation, to express and share their creative & academic potential via the internet.
- Its mission is to spread education , uniform quality of education across India to develop their creativity and problem solving skills.

# FRIENDS

- Fast, Reliable, Instant, Efficient Network for the Disbursement of Services is part of the Kerala IT Mission.
- FRIENDS counters handle 1000 types of payments that citizens can make like; utility payments for electricity & water, revenue taxes, license fees, motor vehicle taxes, university fees, etc.

KERALA STATE IT MISSION
Department of Information Technology
Government of Kerala

# e-Seva for Andhra Pradesh

eSeva is a government organisation built on the public-private partnership model. Citizens are provided with a clean, transparent, efficient and effective administrative system through state of the art electronic technology.

All administration departments come under one roof, offering a wide range of citizen-friendly services. It is a one-stop shop for over twenty five G2C and B2C services

**Salient features:**

- 46 eSeva centers (with 400 service counters) spread over twin cities and
- Ranga Reddy District
- Operating from 8.00 am to 8.00 pm, on all working days and 9.00am to
- 3.00pm on holidays (Second Saturdays & Sundays)
- No jurisdiction limits - any citizen in the twin cities can avail of the
- services at any of the 46 eSeva service centres
- Online services: eForms, eFiling, ePayments

# Lokvani Project in Uttar Pradesh

- Lokvani is a public-private partnership project at Sitapur District in Uttar Pradesh which was initiated in November, 2004.
- Its objective is to provide a single window, self sustainable e-Governance solution with regard to handling of grievances, land record maintenance and providing a mixture of essential services.

# Central government initiatives as mission mode projects (MMP)

- **E-office**

- The Government of India has recognized the need to modernize the Central Government offices through the introduction of Information and Communications Technology. e-Office is aimed at increasing the usage of work flow and rule based file routing, quick search and retrieval of files and office orders, digital signatures for authentication, forms and reporting components.

- **UIDA**

- The unique identification project was conceived as an initiative that would provide identification for each resident across the country and would be used primarily as the basis for efficient delivery of welfare services. It would also act as a tool for effective monitoring of various programs and schemes of the government.

# Central government initiatives as mission mode projects (MMP)

- **Pensions**

- The pensions MMP is primarily aimed at making the pension/ retirement related information, services and grievances handling mechanism accessible online to the needy pensioners, through a combination of interactive and non-interactive components, and thus, help bridge the gap between the pensioners and the government.

- **Banking**

- The Banking MMP is yet another step towards improving operational efficiency and reducing the delays and efforts involved in handling and settling transactions. The MMP which is being implemented by the banking industry aims at streamlining various e-services initiatives undertaken by individual banks.

# Central government initiatives as mission mode projects (MMP)

- **Posts**

- Modernization of Postal Services has been undertaken by the Department of Posts through computerization and networking of all post offices using a central server-based system, and setting up of computerized registration centers (CRCs).

- **Immigration, Visa and Foreigner's Registration & Tracking (IVFRT)**

- India has emerged as a key tourist destination, besides being a major business and service hub. Immigration Check Post is the first point of contact that generates public and popular perception about the country, thus necessitating a state of the art system for prompt and user-friendly services.

# State Mission Mode projects

- **e-Governance in Municipalities**

  - It is a unique initiative of the Government of India conceptualized under the umbrella of the overall National e-Governance Plan (NeGP) and the Jawaharlal Nehru National Urban Renewal Mission (Jnnurm) aimed at improving operational efficiencies within Urban Local Bodies (ULBs).

- **Crime and Criminal Tracking Network & Systems**

  - Crime and Criminal Tracking Network & Systems (CCTNS) MMP aims at creating a comprehensive and integrated system for enhancing the efficiency and effective policing at all levels and especially at the Police Station level through adoption of principles of e-Governance, and creation of a nationwide networked infrastructure for evolution of IT-enabled state-of-the-art tracking system.

# State Mission Mode projects

- **Public Distribution System**
  - The Public Distribution System (PDS) in the country facilitates the supply of food grains and distribution of essential commodities to a large number of poor people through a network of Fair Price Shops at a subsidized price on a recurring basis. Computerization of the PDS is envisaged as an end-to-end project covering key functional areas such as supply chain management including allocation and utilization reporting, storage and movement of food grains.
- **e-panchayat**
  - The Panchayati Raj Institutions (PRIs) are saddled with the problems of inadequate physical and financial resources, technical capabilities and extremely limited computerization. As a result, The Ministry of Panchayati Raj, Government of India has therefore decided to take up the computerization of PRIs on a mission mode basis.

# Integrated Mission Mode Projects

- **e-procurement**

- Ministry of Commerce & Industry (Department of Commerce) has been nominated as the Nodal Ministry for implementation of e-Government Procurement (e-GP) Mission Mode Projects (MMP). The vision of the e-Procurement MMP is
- "To create a national initiative to implement procurement reforms, through the use of electronic Government procurement, so as to make public procurement in all sectors more transparent and efficient".

- **e-Courts**

- The e-Court Mission Mode Project (MMP) was conceptualized with a vision to transform the Indian judiciary by making use of technology. The project had been developed, following the report submitted by the e-Committee under Supreme Court on national policy & action plan on implementation of information communication tools in Indian judiciary.

# Integrated Mission Mode Projects

- **e-Biz:**

- The e-Biz Mission Mode Project, being executed by Department of Industrial Policy and Promotion (DIPP), Ministry of Commerce and Industry, Government of India, was conceptualized with the vision. Its vision is "To transform the business environment in the country by providing efficient, convenient, transparent and integrated electronic services to investors, industries and business throughout the business life cycle".

- **Common Services Centres:**

- The CSCs would provide high quality and cost-effective video, voice and data content and services, in the areas of e-governance, education, health, telemedicine, entertainment as well as other private services. A highlight of the CSCs is that it will offer web-enabled e-governance services in rural areas, including application forms, certificates, and utility payments such as electricity, telephone and water bills.

## Recent Initiatives:

**Digital India**

Power To Empower

**No Cash**

**Go Digital**

# *Digital india:*

- This programme has been envisaged by Department of Electronics and Information Technology (DeitY). The vision of Digital India aims to transform the country into a digitally empowered society and knowledge economy.
- The Digital India is transformational in nature and would ensure that Government services are available to citizens electronically.
- The program aims at providing digital infrastructure as a utility to every citizen as well as high-speed internet as a core utility in all gram panchayats. The overall scope of this program is “to prepare India for a knowledge future”, “to make technology central to enabling change” and “to become an umbrella program covering many departments”.

# 9 PILLARS OF DIGITAL INDIA

1 YEAR OF MODI GOVT.

Design by
http://talentleopard.com/

**Broadband**
Highways

**Universal Access**
to Phones

**Public Internet**
Access Programme

**e-Governance**
Reforming government
throughTechnology

**e-Kranti – Electronic**
delivery of
services

**Electronics Manufacturing**
Target NET ZERO
Imports

**IT for Jobs**
Highways

**Information**
for All

**Early Harvest**
Programme

## E-Governance: Major Challenges in India

- The various barriers can be enumerated as follows:
- Poverty:
- Accessing Internet is a costly affair for the poor who struggle for their livelihood in developing countries like India. Required infrastructure in the form of installing the necessary telephone lines needed for internet or email access is equally unaffordable in most poor countries.
- Technical illiteracy:

## E-Governance: Major Challenges in India

- Language Dominance:
  - The dominance of English on the internet constrains the access of non-English speaking population. In the case of India, huge percent of the population does not speak English. Due to such overwhelming dominance of English over these communication channels, computers and the internet are quite useless in Indian villages.
- Unawareness:
  - There is general lack of awareness regarding

# E-Governance: Major Challenges in India

- Infrastructure:
  - Lack of necessary infrastructure like electricity, internet, technology and ways of communications will affect the speed which delays the implementation.
- Staffing and skills:
  - covers the number of staff involved with the e-government system, and the competencies of those staff and other users.
- Other resources: the time and money required to

# E-Governance: Major Challenges in India

- **Recognition of applications:**
- Recognition of the e-Governance facilities by the citizens is another huge challenge. It is a challenge to have all the citizens well aware of the facilities offered by the e-government and have them to trust in it, so that citizens should be ready to accept these facilities.
- **Lack of integrated services:**
- Lack of communication between different departments of government may be its major cause. Therefore, the information that resides within one department has no or very little meaning to some other department of the government

# E-Governance: Major Challenges in India

- Cost:
- In developing countries like India, cost is one of the most important obstacles in the path of implementation of e-Governance where major part of the population is living below poverty line. A huge amount of money is involved in implementation, operational and evolutionary maintenance tasks. These costs must be low enough so that to guarantee a good cost/benefit ratio.
- Privacy and Security:
- A critical obstacle in implementing e-Governance is the privacy and security of an individual's personal data that he/she provides to obtain government services. With the implementation of e-government projects, some effective measures must be taken to protect the sensitive personal information of the people.

# Suggestions to overcome challenges

- *Suggestions:*

1. *Improvement of Literacy rate*
2. *ICT growth*
3. *Proper implementation of projects*
4. *Need to have user friendly websites*
5. *Need to control population growth*
6. *Need to create Awareness among public about e-governance etc.*

# Thank you….