

1. The Government of India and the World Bank on May 10, 2011 signed an Agreement of US \$150 million for “**e-Delivery of Public Services Development Policy Loan**”, under the National e-Governance Plan (NeGP), a flagship e-governance initiative of the Government of India aimed at transforming the service delivery system across the country.

The Agreement was signed by Shri Venu Rajamony, Joint Secretary, Department of Economic Affairs on behalf of the Government of India and Shri Roberto Zagha, Country Director, World Bank, India, with Shri Shankar Aggarwal, Additional Secretary, Department of Information Technology, Government of India and Shri Abhishek Singh, Director, Department of Information Technology, Government of India attending the signing ceremony.

2. The “**e-Delivery of Public Services Development Policy Loan**” will support NeGP’s countrywide plans of increasing online services for citizens in their locality, to improve the quality of basic governance in areas of concern to the common man.
3. With a vision to make all Government services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency and reliability of such services at affordable costs to realize the basic needs of the common man, NeGP has identified various key components including Common Core and Support Infrastructure and several Mission Mode Projects to be implemented at the Central, State and Local Government levels. These will result into provision of efficient and cost-effective online services including birth and death registration, tax filing, land records, driver’s licenses and vehicle registration, passports and visas, agricultural extension services, and a wide range of municipal and *panchayat* (local government) level services. It will also enable e-services for a number of critical services to be provided by the private sector like banking, insurance, and trade.
4. While this World Bank loan will not target specific services per se, it will support GoI’s objective of increasing access to online services by citizens in their locality. It will do so through supporting policy and institutional actions, which place higher emphasis on coordination and increase outreach to citizens. These policy and institutional actions include:
  - a. Policy for Institutional Strengthening of State Governments;
  - b. Policy for Public Private Partnerships to improve service delivery;
  - c. Policy on use of Open Standards to ensure interoperability and avoid vendor lock in;
  - d. Policy for Inter-agency Coordination and Monitoring & Evaluation;
  - e. Policies for access to citizen services through Mobile platform and increasing the pace of broadband penetration;
  - f. Policy for mandating increased participation of users;
  - g. Policy on service orientation for Government Processes and Officials;
  - h. Electronic Service Delivery Act; and
  - i. Policy on uniform and predictable verification of e service users.

5. GoI proposes to use this DPL support as a focal point to convene the associated departments and levels of government around a concrete reform agenda.
6. *“This loan will support critical policy measures within Government’s overall e-Governance reform agenda leading to more robust implementation of NeGP with significant social benefits for the population and positive impact on the poor.”* said Shri Shankar Aggarwal, Additional Secretary, Department of Information Technology.
7. *“The NeGP has plans to significantly widen citizen access to e-services. We hope, this loan from the World Bank will support NeGP in its efforts to ensure efficient, cost effective, accessible and transparent delivery of public services across the country,”* said Shri Venu Rajamony, Joint Secretary, Department of Economic Affairs.
8. *“The Government of India’s aim of providing web-enabled anytime, anywhere access to information and e-services can have significant social and economic benefits. Reducing the financial and opportunity costs of obtaining specific services through enabling policy measures can go a long way in transforming service delivery in the country,”* said Shri Roberto Zaghera, World Bank Country Director in India.
9. The loan from the International Bank for Reconstruction and Development (IBRD) has a 5-year grace period and a maturity of 18 years.