Unit - 2

National E-Governance Plan (NeGP)

National E-Governance Plan (NeGP) - Introduction

- Over the years, a large number of initiatives have been undertaken by various State Governments and Central Ministries to usher in an era of e-Government. Sustained efforts have been made at multiple levels to improve the delivery of public services and simplify the process of accessing them.
- e-Governance in India has steadily evolved from computerization of Government Departments to initiatives that encapsulate the finer points of Governance, such as citizen centricity, service orientation and transparency. Lessons from previous e-Governance initiatives have played an important role in shaping the progressive e-Governance strategy of the country. Due cognizance has been taken of the notion that to speed up e-Governance implementation across the various arms of Government at National, State, and Local levels, a programme approach needs to be adopted, guided by common vision and strategy. This approach has the potential of enabling huge savings in costs through sharing of core and support infrastructure, enabling interoperability through standards, and of presenting a seamless view of Government to citizens.

- The National e-Governance Plan (NeGP), takes a holistic view of e-Governance initiatives across the country, integrating them into a collective vision, a shared cause. Around this idea, a massive countrywide infrastructure reaching down to the remotest of villages is evolving, and large-scale digitization of records is taking place to enable easy, reliable access over the internet. The ultimate objective is to bring public services closer home to citizens, as articulated in the Vision Statement of NeGP.
- The Government approved the National e-Governance Plan (NeGP), comprising of 27 Mission Mode Projects and 8 components, on May 18, 2006. In the year 2011, 4 projects - Health, Education, PDS and Posts were introduced to make the list of 27 MMPs to 31Mission Mode Projects (MMPs).

- The Government has accorded approval to the vision, approach, strategy, key components, implementation methodology, and management structure for NeGP. However, the approval of NeGP does not constitute financial approval(s) for all the Mission Mode Projects (MMPs) and components under it. The existing or ongoing projects in the MMP category, being implemented by various Central Ministries, States, and State Departments would be suitably augmented and enhanced to align with the objectives of NeGP.
- In order to promote e-Governance in a holistic manner, various policy initiatives and projects have been undertaken to develop core and support infrastructure.

- The major core infrastructure components are State Data Centres (SDCs), State Wide Area Networks (S.W.A.N), Common Services Centres (CSCs) and middleware gateways i.e National e-Governance Service Delivery Gateway (NSDG), State e-Governance Service Delivery Gateway (SSDG), and Mobile e-Governance Service Delivery Gateway (MSDG). The important support components include Core policies and guidelines on Security, HR, Citizen Engagement, Social Media as well as Standards related to Metadata, Interoperability, Enterprise Architecture, Information Security etc. New initiatives include a framework for authentication, viz.
- e-Pramaan and G-I cloud, an initiative which will ensure benefits of cloud computing for e-Governance projects.

Implementation Strategies for NeGP

- A prudent approach therefore is proposed for the NeGP is based on lessons learnt from the past and the experiences of successful e-governance applications that have been implemented nationally and internationally.
- 1. **Common Infrastructure:** NeGP implementation involves setting up of common and support IT infrastructure
- 2. **Governance:** Suitable arrangements for monitoring and coordinating the implementation of NeGP under the direction of competent authorities be set up. The programme also involves evolving/ laying down standards and policy guidelines, providing technical support, undertaking capacity building, research and development etc.
- 3. **Centralized Initiative:** e-governance is being promoted through a centralized initiative to the extent necessary to ensure citizen-centric orientation, to realize the objective of inter-operability of various e-Governance applications and to ensure optimal utilization of ICT infrastructure and resources . It also aims at identifying successful projects and replicating them with required customization wherever needed.
- 4. **Public-Private Partnerships model:** It has to be adopted wherever feasible to enlarge the resource pool without compromising on the security aspects.
- 5. **Integrative elements:** Adoption of unique identification codes for citizens, businesses and property is to be promoted to facilitate integration and avoid ambiguity.

E – Governence Infrastructure

e-Governance Infrastructure

e-Governance Maturity Model

- Maturity Models is a classification which defines different levels of development in electronic delivery of governance.
- Most widely accepted maturity model is the “Gartner e-Governance Maturity Model”. The maturity model, comprises of ‘four’ phases, viz. Information, interaction, transaction and transformation. In each of the four phases, the delivery of online services and use of ICTs in government operations serve one or more of the aspects of e-Governance and the phases are

e-Governance Maturity Model

- Information: It means being present on the web, providing the external public (G2C and G2B) with relevant information. The value to the public is that government information is publicly accessible; processes are described and thus become more transparent, which improves democracy and service.
- Interaction: In the second phase the interaction between government and the public (G2C and G2B) is stimulated with various applications. People can ask questions via e-mail, use search engines for information and are able to download all sorts of forms and documents. These functionalities save time. In fact the complete intake of (simple) applications can be done online 24/7.

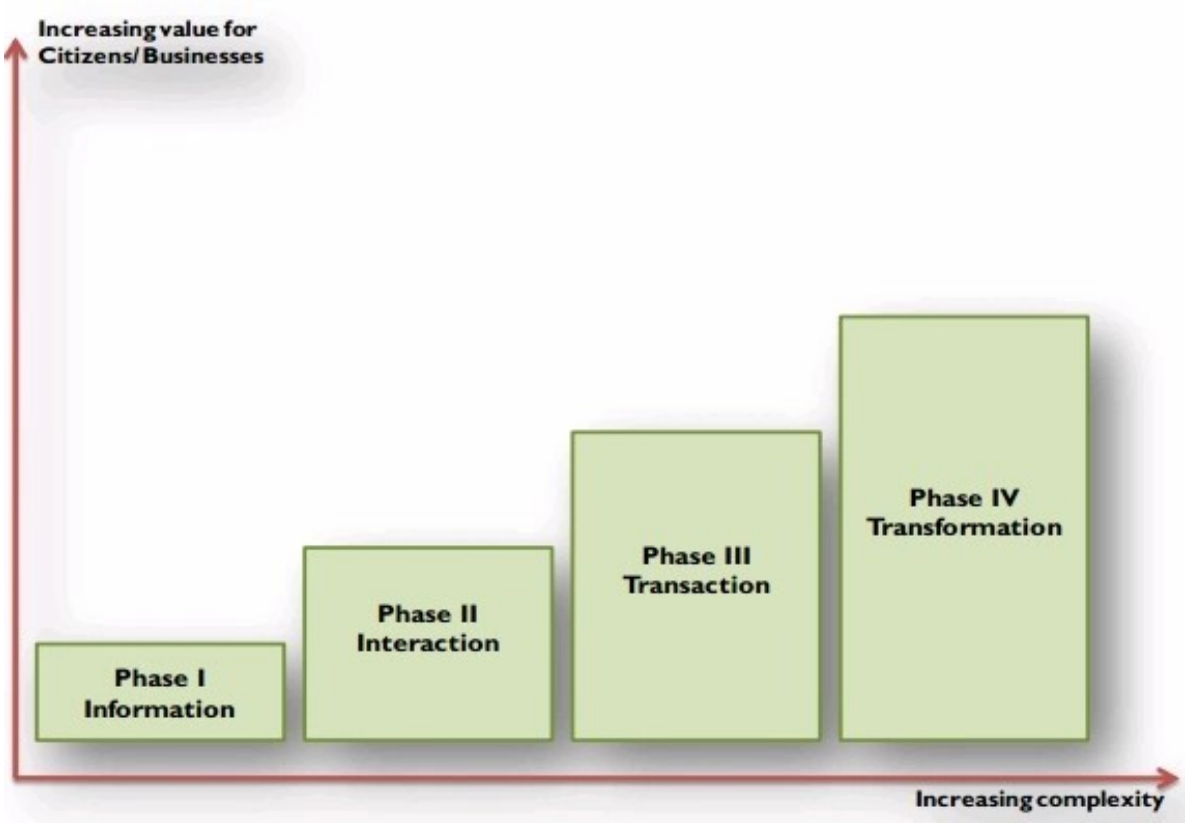
e-Governance Maturity Model

- Transformation: In it, all information systems are integrated and the public can get G2C and G2B services at one (virtual) counter. One single point of contact for all services is the ultimate goal. In this phase cost savings, efficiency and customer satisfaction are reaching highest possible levels.
- Connected Government – The UN e-Governance Survey 2008 report has taken this model a step further and introduced, as fifth phase, the concept of ‘Connected Government’, which means Governments transform themselves into a connected entity that responds to the needs of its citizens by developing an integrated back office infrastructure. This is characterized by

e-Governance Maturity Model

- Transaction: The complexity of the technology increases but, customer (G2C and G2B) value also increases. Complete transactions can be done without going to an office. Examples of online services are filing income tax, filing property tax, extending/renewal of licenses, visa and passports and online voting. Complexity is due to issues of security and personalization though it paperless transactions with legal certification. The complete process is online, including payments, digital signatures etc. This saves time, paper and money.
- Horizontal connections (among government agencies)
- Vertical connections (central and local government agencies)
- Infrastructure connections (interoperability issues)
- Connections between governments and citizens
- Connections among stakeholders (government, private sector, academic institutions, NGOs and civil society)

e-Governance Maturity Model



Information Communication Technology in E- governance

- E-governance is one of the intersting application of IT.
- the government uses ICT to make public administrations more efficient and effective by cutting the notion of red-tapism.
- With the increasing use of online services, citizens have been getting more and more information about the government services and as a result, they are becoming more capable of solving their day to day problems.
- The Internet and World Wide Web has been used as a tool in delivering and implementing different government programmes and services to the citizens.
- Governing the citizens with the help of such modern devices is named as e-governance.

Role of ICT In Governance

- The following are the roles of IT in government as per my knowledge is concerned.
- 1.Bringing transparency in transactions
- 2.Cutting infrastructure bleeds in term of record keeping
- 3.Making procedures hassle free and swift
- 4.Better Grievance redressal mechanism
- 5.information spreading is enhanced

Life Cycle of an E-Government Project

e-Governance Strategy Development (Phase 1)

- Needs Assessment
- Define clear vision & objectives
- Prioritization of services and projects
- Incorporate domestic and global learning’s
- Identify institutional structures & capacities for implementation
- Define funding requirements
- Define monitoring and evaluation approach...

Current State Assessment (Phase 2)

- To perform an in-depth assessment of business functions and services identified for coverage under e-Governance project to understand:
- current approach for performing the business functions and service delivery
- the key challenges and to identify improvement areas
- stakeholder needs and expectations
- good practices and learnings from similar implementations in similar domains
- current systems (IT) implemented in the department, coverage and gaps
- organization structures and people capacities etc

Definition (Phase 3)

- It involves various tasks like
- defining how the identified business functions and services shall be performed
- listing IT solutions and services for automation of new business processes
- outlining the change management
- capacity building and communication requirements for project implementation

Implementation and Procurement (Phase 4)

This phase consist of various tasks like

- Development of Implementation Approach and Plan
- Development of Business Model
- RFP Development and Vendor Evaluation and Selection.

Develop and Implement IT System (Phase 5)

- It consists of activities of application software development, it infrastructure creation, third party acceptance testing and training and capacity building. It results in a ready to use e-Governance software and IT Infrastructure.

Operate and Sustain (Phase 6)

- This phase has key activities of IT Systems operations and maintenance as well as monitoring and evaluation.

Risk Factors in Implementing E- Government Projects

- According to the **Wallace et al (2004)** , risk are classified in six dimensions, namely:
  - Complexity
  - organizational evironment
  - system requirement
  - planning and control
  - Users
  - development team.
- **Evangel idis (2004)** distinguished the five areas:
  - social
  - Technical
  - Economical
  - Political
  - Security
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- **Tchankova (2002)** proposed seven classes of risk ,namely:
  - physical
  - social
  - political
  - operational
  - economic
  - legal
  - Process environment.
- **Baccarini (2004)** categorized in seven classes:
  - commercial and legal relationshi p
  - economic
  - circumstances
  - human behavior
  - political circumstances
  - technology and technical issue
  - management activities and control
  - individual activities.