SSDG AND E-GOVERNANCE

3336. DR. T. SUMATHY (a) THAMIZHACHI THANGAPANDIAN:

Will the Minister of ELECTRONICS & INFORMATION TECHNOLOGY be pleased to state: -

(a) the details regarding the current status of the National e-Governance Plan (NeGP) including the 27 Mission Mode Projects and 8 components of the project; State-wise;
(b) whether the Government has taken any steps to provide technical and financial assistance for effective management and functioning of State Data Centres during the last five years in the State of Tamil Nadu;
(c) if so, the details thereof and if not, the reasons therefor;
(d) whether the State e-Governance Service Delivery Gateway (SSDG) used during COVID-19 pandemic for exchange of data and if so, the details thereof, year and State-wise; and
(e) the details of the Government services provided through mobile devices under the Mobile e-governance Service Delivery Gateway; year and state-wise?

ANSWER

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI RAJEEV CHANDRASEKHAR)

(a): The National e-Governance Plan (NeGP) was approved on 18th May, 2006 to implement e-Governance projects in the country. Subsequent to increase in devolution from 32% to 42% pursuant to the recommendations of the Fourteenth Finance Commission, NeGP has been delinked from Union support since FY 2015-16. The Ministry of Electronics and Information Technology (MeitY), Government of India has launched Digital India Programme on July 1, 2015 with the vision to transform India into a digitally empowered society and knowledge-based economy by ensuring digital access, digital inclusion, digital empowerment and bridging the digital divide.

National e-Governance Plan has led to establishment of necessary digital infrastructure namely State Data Centre (SDC for application development hosting), State-wide Area Network (SWAN for connectivity), State Portal, State Service Delivery Gateway (for integrated services in a State), and Common Services Centres (CSCs for services near locality) across the country. 34 State-Wide Area Network (SWAN) and 30 State Data Centre (SDC) have been made operational. State e-Governance Service Delivery Gateway (SSDG) has been successfully implemented across the States/UTs. For making public services available to citizens on anytime, anywhere basis, MeitY has established 4.63 lakh CSCs (including urban & rural areas) across the country for enabling the people to access e-Governance services. Over 400

digital services are being offered by these CSCs. Under Capacity building scheme, more than 12,900 government officials from Centre, State/UTs have been trained (policy, programme and project level) in Digital India/ e-Governance programmes.

The rollout of Mission Mode Projects(MMPs) and e-Governance initiatives under NeGP have led to delivery of 4020+ services as on February, 2022. The Passport, Income Tax, Road Transport, MCA21, Agriculture, e-Courts, Land Records, PDS, etc showcased the transformational capability of ICT and improved the service delivery significantly. E-District Mission Mode Project and Common Services Centres have resulted in the bouquet of basic services becoming available to common citizens in their locality in rural areas and in villages.

(b) and (c):Tamil Nadu State Government has not sought any assistance from the Union Government for management and functioning of State Data Centres during the last five years.

(d):The Objective of State Service Delivery Gateway (SSDG) project has been to fulfill the vision of NeGP by providing easy and convenient e-Services to the citizens through Common Service Centres (CSC) and not for exchange of data. The project has been successfully completed in March 2017.

(e):Mobile e-governance Service Delivery Gateway(MSDG) is an integrated platform aimed at mobile governance by enabling all Government Departments to offer citizen centric services through mobile based delivery channels such as SMS, IVRS, mobile applications, etc. The year-wise or State-wise details (wherever possible) for the various services are given at annexure.

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Mobile e-governance Service Delivery Gateway (MSDG):Yearly SMS sent:

S. No.	Year	Push SMS Sent
1.	2012	1,70,97,598
2.	2013	55,34,77,889
3.	2014	1,67,73,02,387
4.	2015	4,87,85,07,737
5.	2016	5,52,12,35,234
6.	2017	7,18,43,68,197
7.	2018	6,08,01,46,619
8.	2019	66,1,51,52,892
9.	2020	6,19,70,22,202
10.	2021	4,83,67,68,830

No. of departments and Sent SMS (State-wise):

S. No	Central/State/UT	No. of accounts of departments	No. of Push SMS
1.	Maharashtra	1307	8,27,65,10,81
2.	Central	413	167,98,48,493
3.	Madhya Pradesh	248	2,35,42,96,927
4.	Rajsthan	163	2,10,62,78,378
5.	Bihar	147	3,21,17,63,234
6.	Karnataka	138	2,67,79,8216
7.	PSU (Central & State)	139	72,90,51,064
8.	West Bengal	50	53,40,37,840
9.	Gujarat	115	39,96,93,276
10.	Odisha	60	39,63,40,135
11.	Jharkhand	87	38,59,42,372
12.	Delhi	10	32,83,37,200
13.	Haryana	87	30,12,40,357
14.	Himachal Pradesh	384	27,82,26,063
15.	Karnataka	138	26,77,98,216
16.	Chhattisgarh	83	25,71,58,621
17.	Uttar Pradesh	17	9,98,79,949
18.	Chandigarh	60	4,95,07,156
19.	Lakshadeep	2	2,57,68,264
20.	Mizoram	2	83,74,397
21.	Andaman and Nicobar	31	80,43,342
22.	Pondicherry	9	54,10,015
23.	Uttaranchal	10	42,61,056
24.	Meghalaya	7	21,72,745
25.	Nagaland	21	18,67,065
26.	Arunachal Pradesh	1	5,21,048
27.	Goa	1	3,03,699
28.	Dadar and Nagar Haveli	1	2,42,096

29.	Jammu and Kashmir	6	2,23,374
30.	Sikkim	3	2,02,526
31.	Manipur	4	1,40,908
32.	Assam	5	13,842
33.	Daman and Diu	1	7,944
34.	Ladakh	1	12

No. of Apps (State-wise):

S. No.	State	Number of Apps
1.	All State (Not dedicated to any of the state service)	817
2.	Andaman and Nicobar	6
3.	Andhra Pradesh	17
4.	Arunachal Pradesh	3
5.	Bihar	32
6.	Chandigarh	3
7.	Chhattisgarh	3
8.	Delhi	11
9.	Goa	6
10.	Gujarat	3
11.	Haryana	7
12.	Himachal Pradesh	34
13.	Jharkhand	6
14.	Karnataka	5
15.	Kerala	8
16.	Madhya Pradesh	7
17.	Maharashtra	34
18.	Manipur	6
19.	Meghalaya	6
20.	Mizoram	2
21.	Nagaland	1
22.	Odisha	5
23.	Pondichary	3
24.	Punjab	19
25.	Rajasthan	14
26.	Sikkim	13
27.	Tamil Nadu	10
28.	Telangana	1
29.	Uttar Pradesh	9
30.	West Bengal	14

IVRS count (Department-wise):

S No.	Department Name	IVRS Count
1	Mobile Seva IVRS Services	79,35,789
2	Mobile Seva Technical Support Call Center	4,927
3	Commissionerate of Health, Medical Services, Gujarat	4,87,401
4	Ministry of Agriculture, Government of India	13,81,497
5	Department of IT&C,Govt. of Rajasthan	4,84,143
6	Media Lab Asia	16,32,387
7	Police Department, Bhopal, Madhya Pradesh	1,580
8	Regional State Board of Tech Education, Aurangabad	307
9	Department of food,civil supplies and consumer affairs,Himachal Pradesh	4,21,035
10	Madhya Pradesh State Employment Guarantee Council	73,752
11	State Agency for Public Services, Bhopal, MP	11,08,389
12	Vikaspedia Centre For Development of Advance Computing Hyderabad	3,46,057
13	Collector Office Dhar	7,044
14	Center for developement of advance computing, Pune	3
15	Excise and Taxation Department, Haryana	1,42,033
16	Intelligent Communication Systems India Ltd	3
17	District Magistrate & Collector, Malda	3
18	CDAC Kolkata	5
19	ICAR-Indian Institute of Oilseeds Research	794
20	Department of Animal Husbandry	1
21	Disaster Management	3,42,899
22	State Agency for Public Services	10
23	Vasai Virar City Municipal Corporation	37
24	Department of Information Technology, Haryana	1,763
25	Information Technology Electronics & Communications	378
26	home department ,howrah police	61,978
27	Natinal Informatics Centre	1
28	Bihar State Disaster Management Authority	5
29	Directorate of Information and Publicity	1,91,38,355

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