

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
RAJYA SABHA
STARRED QUESTION NO. *292
TO BE ANSWERED ON: 12.08.2016

GOVERNMENT'S ONLINE SCHEMES

***292. SHRI VISHAMBHAR PRASAD NISHAD:**

Will the Minister of Electronics & Information Technology be pleased to state: -

- (a) the names of Central Government schemes which are completely online and whether the benefits thereof are completely available to all through internet;
- (b) whether it is a fact that the functions related to most of the online schemes of Central Government cannot be completed online due to which the targeted benefits do not reach the beneficiaries; and
- (c) if so, the details of steps taken to make the ongoing online schemes of Central Government completely online?

ANSWER

MINISTER FOR MINISTRY OF ELECTRONICS AND
INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD)

(a) to (c): A Statement is laid on the Table of the House.

**STATEMENT REFERRED TO IN REPLY TO LOK SABHA STARRED QUESTION NO *292
FOR 12-08-2016 REGARDING GOVERNMENT'S ONLINE SCHEMES**

(a): The Government of India is implementing schemes/projects to provide completely online Government services, so that the all citizens can avail benefits through internet. Under **Pillar 5: e-Kranti - Electronic delivery of services of Digital India programme**, 44 Mission Mode Projects(MMPs) are being implemented by Central Ministries/Departments and State/UT governments to provide completely online services in various domains like Health, Education, Passport Seva, Trade, Income Tax, Excise & Customs, Corporate Affairs, India Post, e-Police, Land Records, etc. Several services are completely online while some services are partially online.

Some of the major schemes / initiatives undertaken by the Government to provide online services are:

- **Agriculture:** The major services of Agriculture MMP include Pesticide registration, Display on the Web of Seed Testing Results, Prices and arrival details, Geographical Information System (GIS) based interface for price & arrival details, District level Agro-met advisories, Information on pesticides, Information on fertilizers/seeds, etc.
- **e-Mandi:** The Government has launched e-Mandi portal to make procurement of agricultural products smoother and provide competitive remuneration, especially for small and marginal farmers.
- **Land Records:** Major services include real-time availability of land records, issuance of Record of Rights alongwith cadastral maps, issuance of certified copy of deed, issuance of non-encumbrance certificate, payment of stamp duties etc. 26 States have computerized their land records and providing computerized copies of Records of Rights on demand. These states have also placed their land records data in public domain.
- **School Education Mission Mode Project (MMP):** The MMP is focused on Primary, Secondary and Higher Secondary education. It will be a driving force for implementation of National Policy on Information & Communication Technology (ICT) in School Education.
- **National Scholarships Portal (NSP):** The portal is a one-stop solution to implement end-to-end disbursement of the scholarship to the beneficiaries. The process includes student registration, application, approval and disbursement. 76 schemes of 22 Ministries/Departments of the Government are being on-boarded on the portal.
- **Aadhaar & Direct Benefit Transfer (DBT)** – 103+ crore citizens enrolled. 27+ Crore Bank Account seeded with Aadhaar No. 74 Government Schemes are on DBT, where Rs. 1.2 lakh crores transferred through DBT. 36,500 crore cumulative saving have been done using DBT.
- **Central Excise and Customs:** Facilitates trade and industry by streamlining and simplifying customs and excise processes and to create a climate for voluntary compliance.
- **MCA 21:** The major services delivered under the aegis of Ministry of Corporate Affairs through MCA21 include viewing of public records, issue of certified copy of documents, change in registered office, change in director(s), annual filings, application for change of name of a company, incorporation of a company and name allocation to a new company.

- **Passport Seva:** Project focuses on reforming Passport services in India through simple, efficient and transparent processes from processing of Passport to delivery of services.
 - **e-Tourist Visa:** Tourists can apply visa online, pay visa fee online and receive **e-Tourist Visa** online. Around 8.45 lakh **e-Tourist Visas** have been issued since Nov, 2015.
 - **e-Courts:** The services delivered through the e-Courts MMP inter alia include Automated case filing, Automated registration of case, Automated workflow for court, Generation of automated cause list, Judicial service centers in all Courts, Automation of Case Management System, allocation of cases, etc.
-
- **Common Services Centers (CSC) 2.0:** The CSC aims for establishing at least one CSC in each of 2.5 lakh Gram Panchayat (GP) level under Digital India Programme to deliver various G2C, B2C and B2B services online. 2,23,307 CSCs' have already been setup, of these 1,22,793 are at Gram Panchayat level.
 - **e-District:** e-District services have been launched in 555 districts of the country, which delivers various types eGov services at districts.
 - **Mobile Governance:** The Mobile Seva platform delivers Government services over mobile devices using mobile applications installed on the user's mobile handsets. About 2521 Government departments and agencies at central, state and local levels have been integrated with the Mobile Seva platform.
 - **e-Hospital - Online Registration System (ORS):** It includes online appointment and registration by new patients, viewing of lab reports, checking the status of blood availability and integration with payment gateway (PayGov). 43 hospitals have been integrated.
 - **Jeevan Pramaan:** Digital Life Certificate for Pensioners scheme known as Jeevan Pramaan envisages to digitize the whole process of securing the life certificate. With this initiative, the pensioner is no more required to physically present himself or herself in front of disbursing agency or the certification authority. Jeevan Pramaan is a biometric enabled digital service for pensioners. 16.30 lakh pensioners registered for the scheme.
 - **Vikaspedia:** It is a multilingual collaborative content creation platform that promotes access and sharing of e-knowledge for empowerment of underserved communities. Vikaspedia facilitates societal empowerment through provision of relevant information in various domains including Agriculture, Education, Health, Social Welfare, Energy and e-Governance in 22 scheduled languages of the country, besides English.
 - **MyGov:** MyGov aims to establish a link between Government and Citizens towards meeting the goal of good governance. MyGov encourages citizens as well as people abroad to participate in various activities i.e. 'Do', 'Discuss', 'Poll', 'Talk', 'Blog', etc. There are multiple theme-based discussions on MyGov where a wide range of people can share their thoughts and ideas. 35.6 lakh registered users have participated in 49 groups, 492 tasks, 590 discussion themes and 221 blogs.
- (b) and (c): No, Sir. The processes/functions related to most of the online schemes of Central Government can be completed online. Currently, 225 out of 252 envisaged services are being provided by 25 out of 44 MMPs. More than 62 crores per month e-Transactions have been recorded on e-Taal (Electronic Transaction Aggregation & Analysis Layer) portal. However, there are few schemes, which mandatorily require manual intervention like mutation verification in Land Records, police verification in Passport Seva etc. Further, under Digital India **Pillar 4: e-Governance – Reforming Government Through Technology**, Government Business Process Re-engineering is being used as a tool to improve e-transactions under Government schemes. The

following steps have been undertaken for the availability of completely online Government services:

- a. Application Forms are being made simple and user friendly. Only minimum and necessary information are being collected.
- b. Online applications, tracking of their status and interface between departments are being provided.
- c. Use of online repositories e.g. school certificates, voter ID cards, etc. are being mandated so that citizens are not required to submit these documents in physical form.
- d. Integration of services and platforms, e.g. Unique Identification Authority of India (UIDAI), Payment Gateway, e-Sign, Mobile Platform, Electronic Data Interchange (EDI) etc. are being mandated to facilitate integrated and interoperable service delivery to citizens and businesses.
- e. All databases and information are being made electronic from manual.
- f. The workflow inside government departments and agencies are being automated to enable efficient government processes and also to allow visibility of these processes to the citizens.
- g. For Public Grievance Redressal, Information Technology is being used to automate, respond and analyze data to identify and resolve persistent problems.
