“Citizen Centric e-Government”
State Consultation Workshop
Goa
30.05.2013

Dr. Rajendra Kumar, IAS
Joint Secretary
Department of Electronics & IT (DeitY)
Government of India
Agenda

- Vision of NeGP
- Status of MMPs
- Status of DeitY Projects in Goa
- DeitY’s New Initiatives in e-Governance
- Way Forward
Vision of NeGP

“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”

May 2006
Institutional Framework
(National Level)

PM’s Committee on NeGP

- National e-Governance Advisory Group
  (Chaired by MCIT)
- Apex Committee
  (Chaired by Cab Sec.)

- DeitY
- Line Ministries
  - NeGD
  - NISG
  - NIC
  - Industry

State Governments / UTs
Institutional Framework
(State Level)

State Government

State e-Gov Council (CM)

State Apex Committee (CS)

State DIT

State e-Gov Council (CM)

State Apex Committee (CS)

Departmental Committee

SeMT

PeMT

Program Management

Project Management
Status of Mission Mode Projects

CENTRAL - 11
- Banking*
- Insurance*
- Income Tax
- Central Excise
- MCA 21
- Pensions
- Passport
- e-office
- National ID / UID
- Immigration /Visa
- Posts

STATE - 13
- Land Rec./NLRMP
- Transport
- e-District
- Commercial Taxes
- Treasuries
- Agriculture
- Municipalities
- Police – CCTNS
- PDS
- Gram Panchayats
- Employment Exch.
- Health
- Education

INTEGRATED - 7
- India Portal
- NSDG
- CSC
- e-Courts
- EDI
- e-Procurement
- e-Biz

Delivering Services- 23
Under Implementation- 4
To be approved- 4
* Industry Initiative - 2
Core & Support Components

Core infrastructure components

- Common Services Centres (CSCs)
- State Data Centres (SDCs)
- State Wide Area Networks (SWANs)
- State Service Delivery Gateway (SSDG) & State Portal

Support Components

- Core Policies
- Standards
- Technical Assistance
- R&D
- HRD & Training
- Awareness & Assessment
e-Service Delivery Framework

- User
- Aadhaar
- Internet
- Call Centre
- State Data Centre
  - State Portal
    - e-Forms/ m-Forms
      - Certificate Repository
        - SSDG
        - MSDG
- Payment Gateway
  - Information
    - List Services
    - List Offices
    - List e-Forms
  - Standards based
    - Message Routing, Authentication
    - Guaranteed Delivery & Transaction Log
    - Time-stamping & Status Tracking

- SWAN
- State
  - Districts
  - Blocks
  - Talukas
- Govt. Departments at various levels
  - Registration
  - Revenue
  - Transport
  - Municipalities
- CSC
- Collector's Office
- SHQ
- Tehsil / Taluks

Note: The diagram illustrates the e-Service Delivery Framework, connecting various government departments, services, and user access points through a web of services and technologies.
Status of NeGP in Goa

- e-District
- SWAN
- SDC
- CSC
- SSDG
- MSDG
- Capacity Building
- e-Bharat
New Initiatives

Electronic Delivery of Services (EDS) Bill

Model State ESD Rules finalized and circulated

- Rules to be notified under Section 90 read with 6 and 6A of IT Act, 2000

e-District approved for National Rollout
New Initiatives

Mobile Seva (MSDG): Mobile Based Delivery of Govt. Services

E-Pramaan: Framework for e-Authentication

- Electronic authentication of users of web and mobile based services
- Electronic authentication of Government websites to build trust
- Common infrastructure by all central and state departments
- Defines four types of e-authentication based on sensitivity levels
  - Username/password, OTP, Digital Certificate/ Mobile PKI, Biometric
- Incorporates and uses Aadhaar Authentication services
- PoC Completed with e-Pass in AP
New Initiatives

National Optic Fiber Network (NoFN)

• Total Outlay: Rs. 20,000 Crore
• Pilot rollout in 3 blocks and 59 Panchayats
  • Arain (Ajmer, Raj), Pervada (Vizag, AP), Panisagar (N Tripura)
• Pilot rollout to be completed by May 2013
New Initiatives

Open Government Platform inaugurated

• Enhance public access to government data, increase citizen engagement & foster innovation
• Data Portal live at http://data.gov.in
• 66 Data Controllers nominated
• Implementation Guidelines:
  • Intra Ministerial Taskforce constituted
  • Draft Guidelines Formulated

Citizen Engagement Framework & Social Media Framework and Guidelines notified in September 2012
HR Policy for e-Governance

Dedicated Project Teams led by full time Mission Directors

- Delegation of administrative and financial powers
- Stability of tenure and adequate incentives

Chief Information officer and Expert Team in every Ministry

EDS Directorate in every Ministry/Department /State

Strengthening NIC

Mandatory ICT skills for entry and promotions

Training

- Setting up an e-Governance Academy
- Implementing a Comprehensive Training Framework
New Initiatives: GI Cloud (MeghRaj)

- Task Force constituted, two reports approved and issued
  - GI-Cloud (MeghRaj) Strategic Direction
  - GI-Cloud Implementation Roadmap

Objectives:

- Optimum utilization of Infrastructure
- Speeding up the development & deployment of eGov Apps
- Easy replication of successful applications across States
- Availability of certified applications at one place
GI Cloud Architecture

1. Single Portal for Service Delivery
2. Built by private cloud providers
<table>
<thead>
<tr>
<th>Components</th>
<th>Description &amp; functionalities</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Cloud</td>
<td>• National Cloud services to host multiple Cloud Stacks</td>
</tr>
<tr>
<td></td>
<td>• Services:</td>
</tr>
<tr>
<td></td>
<td>• IaaS (compute, storage, network)</td>
</tr>
<tr>
<td></td>
<td>• PaaS for application dev, test and hosting</td>
</tr>
<tr>
<td></td>
<td>• SaaS services like virtual desktop, email, ERP, CRM etc</td>
</tr>
<tr>
<td>National AppStore</td>
<td>• Hosted and Run on the National Cloud</td>
</tr>
<tr>
<td></td>
<td>• Common platform for productized applications</td>
</tr>
<tr>
<td></td>
<td>• Accessible in a run time or downloadable environment</td>
</tr>
<tr>
<td></td>
<td>• Applications</td>
</tr>
<tr>
<td></td>
<td>• Core and common applications like payment gateway, messaging platform, MIS reporting, etc)</td>
</tr>
<tr>
<td></td>
<td>• Both cloud enabled and non-cloud applications</td>
</tr>
<tr>
<td></td>
<td>• Complete eco-system with empanelled agencies</td>
</tr>
</tbody>
</table>
New Initiatives: Rapid Replication

• Objective:
  – Aimed at replication of the most successful applications across multiple States
  – Reduce time, cost and efforts required to roll out an application in another state

• Initiated in June 2012

• Selected Apps to be customized for the destination states

• Selected Apps shall be productized later and made available on the Government App Store
Rapid Replication: Current Status

Three applications selected for roll-out:

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Application Name</th>
<th>Source State / Agency</th>
<th>Destination State</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>e-Pass</td>
<td>Andhra Pradesh</td>
<td>Karnataka, Tripura &amp; Himachal Pradesh</td>
<td>Successfully replicated in HP &amp; Tripura and Launched</td>
</tr>
<tr>
<td>2.</td>
<td>e-Hospital</td>
<td>Tripura</td>
<td>Karnataka (3 Hospitals)</td>
<td>Taken up for replication</td>
</tr>
<tr>
<td>3.</td>
<td>XLN</td>
<td>Gujarat</td>
<td>Karnataka, Kerala, Chhattisgarh &amp; HP</td>
<td>Taken up for replication</td>
</tr>
</tbody>
</table>
Way Forward

Focus on services: Across-the-counter services, Transactions, Quality, Mobile Seva, e-Pramaan

Focus on Cloud, Rapid Replication, e-Gov App Store

Focus on Core ICT Infra and Mission Mode Projects
THANK YOU
jsegov@deity.gov.in
SWAN Implementation Status

- **31** SWAN operational
- **4** Bid Process in progress

* Implemented under State Scheme
SWAN Implementation Status - Goa

- Goa Broadband Network (GBBN) is operational
- Goa has opted out of SWAN scheme
SDC Implementation Status in Goa

• SIA – Infotech Corporation of Goa Limited
• DCO – Yet to be selected
• TPA – Yet to be selected

SDC Goa approved in 2008 for Rs 33.06 Crore
  • DeitY share – Rs. 12.48 Crore
  • ACA share – Rs. 20.58 Crore

Issues
• SDC Site construction yet to be completed (Pending since 2011)

• Rs 1.80 Crore released to the State from DeitY share in 2008. Funds yet to be utilized / surrendered
CSC Implementation Status in Goa

- No. of CSCs to be set up: 160
  - SCA selection pending

- CSCs operational: 29 (as of 31st March 2013)

- CSCs with Connectivity: 29 (as of 31st March 2013)

- No. of CSCs where Online Monitoring Tool installed: 12 (as of 31st March 2013)

- No. of CSCs transacting out of the 29 operational CSCs: 0 (as of 31st March 2013)

<table>
<thead>
<tr>
<th>CSCs at a Glance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status</td>
</tr>
<tr>
<td>---</td>
</tr>
<tr>
<td>Non-functional CSCs</td>
</tr>
<tr>
<td>GIS mapping of centers pending</td>
</tr>
<tr>
<td>Lack of regular reporting</td>
</tr>
<tr>
<td>Avg TXN/CSC - N/A</td>
</tr>
</tbody>
</table>
SSDG Implementation Status

1. **Go - Live**
   - Implementation complete and States to issue LoI/Contract
2. **States which are yet to float RFP**
   - DPR not submitted

**States**:
- Maharashtra
- Kerala
- Tamil Nadu
- J&K
- HP
- Rajasthan
- Gujarat
- CHH
- Arunachal Pradesh
- Puducherry
- TN
- WB
- Bihar
- JHD
- Uttarakhand
- UP
- MP
- AP
- Orissa
- Assam
- Nagaland
- Manipur
- Sikkim
- Meghalaya
- Andaman & Nicobar Islands
- Lakshadweep
- Daman and Diu
- Dadra & Nagar Haveli
- Chandigarh
- Punjab
- Delhi
- Punjab
- Haryana
- Manipur
- Mizoram
- Meghalaya
- Tripura
- Meghalaya
- Andaman & Nicobar Islands
SSDG Rollout Status in Goa

- Project approved in March 2010
- Project Consultant - M/s KPMG
- Implementing Agency - M/s Infosys

Current Status:
- Project has gone live on 08th July 2011 with 47 services from 12 Departments
- Total transactions as on date – 15,451

Issues: Action Points
- Very low transactions
  - Submit road map – May '13
  - Localize State Portal & eForms by Jun'13
  - Min. 7000 transaction by July'13

<table>
<thead>
<tr>
<th>Total Project Outlay</th>
<th>Rs. 910 Lakhs</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Release of DeitY</td>
<td>Rs. 290.25 Lakhs</td>
</tr>
<tr>
<td>1st Release of ACA</td>
<td>Rs. 290.30 Lakhs</td>
</tr>
<tr>
<td>Utilized Amount for GIA</td>
<td>Rs. 206.69 Lakhs</td>
</tr>
<tr>
<td>Utilized Amount for ACA</td>
<td>Rs. 206.69 Lakhs</td>
</tr>
</tbody>
</table>
Mobile Service Delivery:
Progress & Next Steps

Framework for Mobile Governance notified: February 2012

MSDG Launched in July 2011

- SMS Gateway launched in July 2011
  - 51969 and 166 shortcode operationalized by DeitY for M-Gov Services
- USSD and IVRS operational with Pilot Stage

Shortcode 166 obtained by DeitY for national availability of a single number for access to all non-emergency public services

MSDG has been scaled up to meet nation-wide demand for integration
Ready & operational channels under MSDG

**SMS Gateway launched: July’11**

- **PUSH SMS:** 388 Departments integrated, 10.8 Cr. + SMSes sent
- **PULL SMS:** 192 unique public services integrated through shortcodes 166 and 51969
- **Leading Users:** UIDAI, MEESEVA, M/o Agriculture, MAPIT

**Mobile App Store launched in January 2012**

- **110 live (including ECI Poll-related) and 61 Generic mobile applications hosted**
- **Generic apps cover services related to Social Welfare and Issuance of Certificates**

Real-time status available 24x7 at the Mobile Seva portal [www.mgov.gov.in](http://www.mgov.gov.in)

Regular updates through social media: Facebook ([www.facebook.com/DIT.MGOV](http://www.facebook.com/DIT.MGOV) and Twitter (@mgovindia)

**USSD & IVRS Services** in Pilot Stage
MSDG Status in Goa

• No. of Departments integrated: 1 (Info Tech Corporation of Goa Ltd)
  – No SMS usage so far

• No. of demo m-Apps developed for Goa – 7
  – Efforts underway to make them live

• DeitY has received request from Department of Information Technology, Govt of Goa on 8/04/13 for integration of various services in Goa with MSDG
  – CDAC has replied on 13/05/2013, and is awaiting response
Model IT (ESD) Rules, 2012:

Salient Features:

- Aimed at enabling delivery of public services through e-mode
- Specification of forms, manner of ESD
- Notification of service providers/agents for ESD
- Fixation of service charges: collection, retention and appropriation
- Norms on service levels to be complied with by the service providers/agents
- Procedure for making changes in a repository of electronically signed electronic records

- Model Rules circulated to all states in July 2012
- Manipur, J&K, and Delhi have adopted these Rules
- Goa may consider adopting the Model ESD Rules
EDS Bill: Mandate

• Central/ State Governments/public authorities to:
  – publish a list of e-services within 180 days; and
  – deliver public services through electronic mode also within 5 years (extendable by 3 years)

• Comprehensive provisions on
  – Service levels
  – Simplification of existing processes
  – Assisted access

• Mandates e-Governance Standards

• Grievance Redressal Mechanism and Penal Provisions

• Oversight Commission in Centre/States
EDS Bill: Status

• EDS Bill 2011 introduced in Lok Sabha on 27th December 2011

• Bill referred to Parliamentary Standing Committee on IT

• Based on Standing Committee’s recommendations, revised Bill formulated, which has been approved by Union Cabinet
Model IT (ESD) Rules, 2012:

Implications:
• More government-related processes & services could go the digital way
• Reduction in process time and delays in delivering services
• Tamper proof records
• Safe storage of records
• Transparent and corruption free processes
• Reduce need for applicant’s physical presence at Government offices

- DeitY requested States/UTs for adoption of Model Rules: July 2012
- States of Manipur, J&K and UT of New Delhi have adopted these Model Rules
Status of Capacity Building Scheme- Goa

• State e-Governance Mission Team (SeMT): Sanctioned: 7, Current Deployment 7

• SeMT is currently working on State Policies, DPRs & project consultancy for various e-Governance projects viz. Goa Broad Band Network (GBBN), Agriculture, Commercial Taxes, e-District, etc.

• Training Status:
  – STeP: 6 programs conducted, 153 persons participated
  – SeMT personnel imparted Orientation Training
  – Leadership Meet: Held during 17th – 19th August 2010

• Funds:
  – Status of 1st, 2nd and 3rd year releases of DeitY-GIA and ACA

<table>
<thead>
<tr>
<th>Year</th>
<th>Funds released Year 1</th>
<th>UC Received Year 1</th>
<th>Pending UC for Year 1 Funds</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>DIT</td>
<td>ACA</td>
<td>DIT</td>
</tr>
<tr>
<td>Year 1</td>
<td>1.29</td>
<td>1.62</td>
<td>1.29</td>
</tr>
<tr>
<td>Year 2</td>
<td>0.14</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Year 3</td>
<td>Yet to release</td>
<td>Yet to release</td>
<td>-</td>
</tr>
</tbody>
</table>

All figures in Crores
Proposed CIO and Dedicated Team structure at Central Line Ministry/Department level
Proposed Institutional arrangement for Programme Management in States

**Secretariat**
- Policy and Programme Mgmt.
- Finance and Budget
- Support to the line Departments for Project Dev. and implementation
- Promote use of shared infra. & Services

**Pr. Secretary (IT/e-Gov) / Secretary (IT/e-Gov)**

**Commissioner/ Director Electronic Service Delivery**
- Facilitating use of shared service delivery channels by line departments
- Regulating authorized service providers as per ESD rules
- Guiding District e-Governance Societies

**SDA**
- Ensuring availability of shared core infrastructure
- Procurement of Hardware and Software for the line departments
- Project Execution
- Sourcing of external agencies/resources/services for the line departments

**SeMT**

**Composite Team**

**SIO, NIC**
- Support State DIT in developing policies - Architecture, Standards, Security & Technology
- Support Line Departments in projects including outsourced / PPP projects

**Director General - NIC**

**Government**

**Government / Open Market**

**Coordination**
40 Pilot Districts in 15 States... 14 States are live!

<table>
<thead>
<tr>
<th>S. No.</th>
<th>State</th>
<th>No. of Pilot Districts</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Uttar Pradesh</td>
<td>6</td>
</tr>
<tr>
<td>2</td>
<td>Assam</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>Punjab</td>
<td>2</td>
</tr>
<tr>
<td>4</td>
<td>Madhya Pradesh</td>
<td>5</td>
</tr>
<tr>
<td>5</td>
<td>Bihar</td>
<td>4</td>
</tr>
<tr>
<td>6</td>
<td>Haryana</td>
<td>1</td>
</tr>
<tr>
<td>7</td>
<td>Kerala</td>
<td>2</td>
</tr>
<tr>
<td>8</td>
<td>Tamil Nadu</td>
<td>6</td>
</tr>
<tr>
<td>9</td>
<td>West Bengal</td>
<td>2</td>
</tr>
<tr>
<td>10</td>
<td>Jharkhand</td>
<td>1</td>
</tr>
<tr>
<td>11</td>
<td>Maharashtra</td>
<td>3</td>
</tr>
<tr>
<td>12</td>
<td>Uttarakhand</td>
<td>1</td>
</tr>
<tr>
<td>13</td>
<td>Orissa</td>
<td>2</td>
</tr>
<tr>
<td>14</td>
<td>Mizoram</td>
<td>1</td>
</tr>
<tr>
<td>15</td>
<td>Rajasthan</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td><strong>40</strong></td>
</tr>
</tbody>
</table>
e-District Rollout : Goa

- DPR with total outlay of Rs. 950.43 Lakhs approved by Empowered Committee
- Rs. 30 lakhs released as 1st installment, Rs 131.42 lakhs released as 2nd installment & Rs.143.33 lakhs (ACA) is under release
- All Districts have formed DeGS
- Selection of e-District Manager pending
- Goa selected M/s E&Y as SPMU through tender; Team deployed in April 2013, contract to be signed
- Draft RFP prepared; Committed date of release- 31st May 2013
- CSCs are not operational; proposal for an alternate model of service delivery through Panchayats
- State has committed to complete SI selection by end of June 2013
- State has committed Go-Live of 26 services in 02 districts by 31st March 2014

<table>
<thead>
<tr>
<th>E-District at a Glance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Status</strong></td>
</tr>
<tr>
<td>DeGS Formation</td>
</tr>
<tr>
<td>DPM Hiring</td>
</tr>
<tr>
<td>Apex Committee Approval</td>
</tr>
<tr>
<td>SI selection</td>
</tr>
<tr>
<td>SPMU Contract</td>
</tr>
<tr>
<td>Complete core activities like DPM Hiring.</td>
</tr>
<tr>
<td>Expedite SPMU Contract Signing &amp; SI RFP release.</td>
</tr>
</tbody>
</table>
World Bank Project - Brief

- Loan approved under World Bank’s Development Policy Loan (DPL) funding
- DPL is a policy-based financing towards policy and institutional reforms
- Funding support of US $ 150 million
- Loan agreement signed on May 10, 2011
- Loan disbursed to GoI in December 2011
- Implementation Guidelines released on 31st October 2012
- Project Development Fund (PDF) Guidelines released on 12th November, 2012
# World Bank Project - Status

<table>
<thead>
<tr>
<th>Description</th>
<th>Number</th>
<th>Value (in Cr.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total proposals received</td>
<td>113</td>
<td>2252.46</td>
</tr>
<tr>
<td>Proposals under consideration</td>
<td>94</td>
<td>1966.48</td>
</tr>
<tr>
<td>Proposals approved</td>
<td>19</td>
<td>285.98</td>
</tr>
<tr>
<td>Proposals from Goa</td>
<td>04</td>
<td>138.1</td>
</tr>
</tbody>
</table>
## Status of the proposal received from Goa

<table>
<thead>
<tr>
<th>Name of the Project</th>
<th>Value (in Cr.)</th>
<th>Present Stats</th>
</tr>
</thead>
<tbody>
<tr>
<td>GIS for Govt. of Goa</td>
<td>14.31</td>
<td>Proposal pending at state level</td>
</tr>
<tr>
<td>State wide Surveillance for Govt. of Goa</td>
<td>116.8</td>
<td>Proposal under Review</td>
</tr>
<tr>
<td>School Management System for the state of Goa</td>
<td>5.5</td>
<td>Proposal pending at state level</td>
</tr>
<tr>
<td>Mobile-Based Services for Department of Tourism Goa</td>
<td>1.49</td>
<td>Proposal under Review</td>
</tr>
</tbody>
</table>