Course: e-Governance Project Lifecycle

Day 1: Session 1

Introduction to e-Governance & NeGP
Agenda

- Challenges in Government
- Definition of e-Government and e-Governance
- Key objectives and benefits of e-Governance implementation
- Introduction to NeGP
Today’s Scenario

- Farmer
  - 40 interactions
  - 8 departments
  - 120 interactions
  - 20 departments

- Medium Industry
  - 120 interactions
  - 20 departments

- Urban Citizen
  - 50 interactions
  - 10 departments
  - 500+ interactions
  - 100 departments

- Large Business
  - 500+ interactions
  - 100 departments

Can we streamline these interactions & enhance National Productivity?
Technology as an enabler in Government reforms

• ICTs have been an integral part of many public sector reform agendas and have helped governments successfully in:
  
  – Increasing convenience to the citizens in availing government services
  
  – Increasing speed and quality of service delivery
  
  – Citizen empowerment through access to information and transparency in service delivery
  
  – Reduce corruption
  
  – Cost reduction and revenue growth for government
  
  – Improve compliance with government regulations…..
So what is e-Government?

Definitions (Planning Commission):

- It is the **transformation** of government to provide **Efficient, Convenient & Transparent** Services to the **Citizens & Businesses** through Information & Communication Technologies.

- e-Government is the transformation of public sector internal and external relationship through Internet-enabled operations, information and communication technology in order to optimize government service delivery and governance.

- e-Governance or ‘electronic governance’ is basically the application of Information and Communications Technology to the processes of Government functioning in order to bring about ‘Simple, Moral, Accountable, Responsive and Transparent’ (SMART) governance*

Transformation from department oriented to customer oriented…

Slide 6
Key elements of e-Governance

Watch out for the 4 key business imperatives of e-Government:

- Application of Information and Communication Technology and use of electronic delivery channels (e.g. Internet)
- Delivers key and tangible business benefits (e.g. enhances revenues)
- Involves new operational framework (e.g. processes & organization)
- Fosters efficient and effective communication internally and externally

e-Governance is not about the tool (Technology), but about the good governance made possible by using these tools effectively…
The four pillars of e-Governance

- People
- Process
- Technology
- Resources

e-Governance is a holistic initiative in which Technology is only a pillar.
What is NOT e-Governance

- e-Government is not about ‘e’
  - but about government!
- e-Government is not about Computers & Websites
  - but about citizens & businesses!
- e-Government is not about translating processes
  - but about transforming processes!
Government service categories

- **G2C (Government to Citizen)**: deals with the relationship between government and citizens. G2C allows citizens to access government information and services instantly, conveniently, from everywhere, by use of multiple channels.

- **G2B (Government to Business)**: consists of e-interactions between government and the private sector. The opportunity to conduct online transactions with government reduces red tapeism and simplifies regulatory processes.

- **G2G (Government to Government)**: Governments depend on other levels of government within the state to effectively deliver services and allocate responsibilities. In promoting citizen-centric service, a single access point to government is the ultimate goal, for which cooperation among different governmental departments and agencies is necessary. G2G facilitates the sharing of databases, resources and capabilities, enhancing the efficiency and effectiveness of processes.

- **G2E (Government to Employees)**: deals with the relationship between the Government and its employees.
Examples of G2C Services

• Employment Services
• Vehicle Registration
• Driver's License
• Passport/Visa

• School Admission
• Scholarships
• e-Learning
• Examination Results

• Birth Certificate
• Health Care

• Agriculture
• Land Record
• Property Registration
• Marriage Certificates
• Taxes
• Utility Services
• Municipality Services

• Pensions
• Insurance
• Health Care
• Death Certificate

... from cradle to grave
Examples of G2B services

- Approvals
- Permissions
- Returns
- Taxes
- Permits
- Compliance

- Approvals
- Compliance
- Project Profiles
- Infrastructure
- State Support

- Approvals
- Permissions
- Registrations

Operate
Start-up
Explore Opportunities
Expand
Close
Examples of G2G Services

- Workplace
- Workflow Automation
- Video Conferencing
- MIS
- Back-office Support
- GIS

- Productivity
- Performance Mgt.
- Budget
- Treasuries
- Planning
- e-Assembly

Enhancing internal functions of government is as important a mandate for e-Governance as is G2C and G2B services
Examples of G2E Services

**Human Resources**
- Recruitment
- Training
- Establishment
- e-Learning

- Budget
- Finance
- Administration
- Messaging
- Workflow
Benefits to citizens

- Reduced transaction time and elapsed time
- Less number of trips to Government offices
- Expanded time window and convenient access
- Reduced corruption-need for bribes, use of influence
- Transparency-clarity on procedures/documents
- Less uncertainty in estimating time needed
- Fair deal and courteous treatment
- Less error prone, reduced cost of recovery
- Empowered to challenge action-greater accountability
- Levy of use charges
Introduction to National e-Governance Plan (NeGP)
National e-Governance Plan (NeGP)

• e-Governance plan for the entire country

• Aims at improving delivery of Government services to citizens and businesses

• Formulated by the Department of Information Technology (DIT) and Department of Administrative Reforms & Public Grievances (DAR&PG)

• Approved by Union Government in May, 2006
“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 realize the basic needs of the common man”
NeGP Coverage..

- 31 Mission Mode Projects (MMPs)
- Core infrastructure components - Service Centres, Data Centres and Wide Area Networks
- Web enabled delivery of services & service levels
- Process re-engineering, change management and project management
- Centralized Initiative - Decentralized Implementation: emphasis on PPP....
## Mission Mode Projects (MMPs)

### National e-Governance Plan (NeGP)

#### Central MMPs
1. Income Tax
2. Central Excise
3. Passports/Visa
4. Immigration
5. MCA 21
6. National ID / UID
7. Pensions
8. e-Office
9. Banking
10. Insurance
11. Posts

#### State MMPs
1. Agriculture
2. Property Registration
3. Land Records - NLRMP
4. Transport
5. Treasuries
6. Commercial Taxes
7. Gram Panchayat
8. Municipalities
9. Police - CCTNS
10. Employment Exchange
11. e-District
12. Health
13. PDS
14. Education

#### Integrated Projects
1. e-Biz
2. EDI
3. India Portal
4. CSC
5. NSDG
6. e-Courts
7. e-Procurement

#### NeGP COMPONENTS
1. Policies, Standards and Guidelines
2. Infrastructure (SWAN, CSCs, SDC)
3. Support Infrastructure
4. Capacity Building and Training
5. Awareness & Assessment
6. Technical Assistance
Electronic Delivery of Services Bill

- **Mandatory** e-Delivery of all public services within five years
- Within 180 days, all Departments shall identify services to be e-enabled
- To publish thereafter:
  - Cut off date for e-Delivery of each service
  - Manner of delivery and Service Levels
- Provision for Assisted Access
- Central & State Level Commissions to monitor implementation
  - Can issue directions
  - Can levy penalties on defaulting officials
End of Session