

e Government Technology Framework

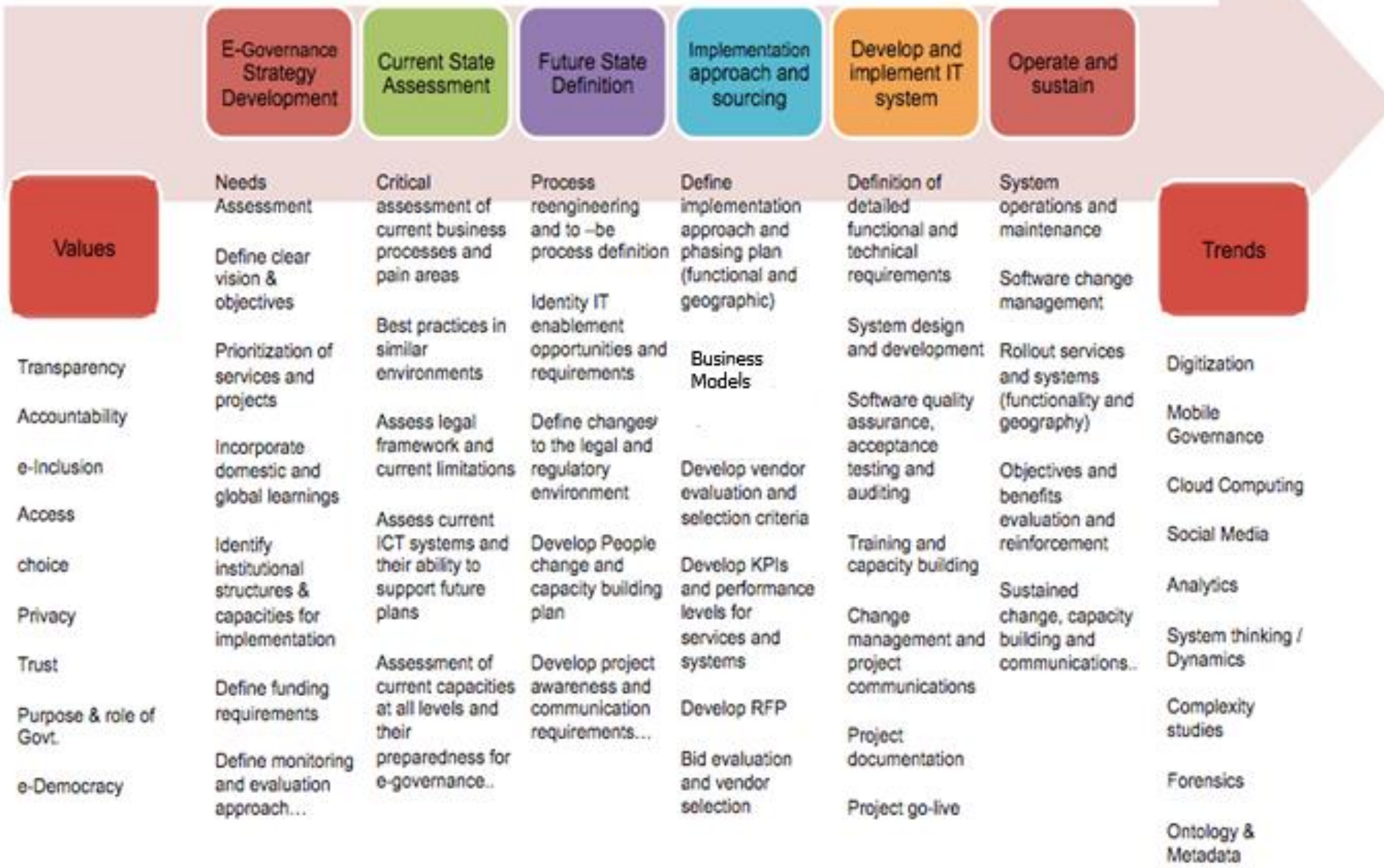
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eGovernance

- e-Government refers to the use of information and communications technologies (ICT) to improve the efficiency, effectiveness, transparency and accountability of government – World Bank.
- e-Government can be seen simply as moving citizen services online
- In its broadest sense it refers to the technology-enabled transformation of government
- Governments' best hope to reduce costs, whilst promoting economic development, increasing transparency in government, improving service delivery and public administration, and facilitating the advancement of an information society.

E-Governance Project Lifecycle



Public Service Delivery Framework

The essence of democracy is that Citizens should access all necessary services from government in trouble-free manner

Repeated trips, travel expenses, time consuming and Middle-men corruption - Citizen's are not comfort

De-motivation for Government officials - More paper work, Long Internal procedures, Tedious record keeping

Technology Interface in Mid 90's & early 2000's (Win-win) to ignore Urban – Rural Digital Divide

National eGovernance Plan (NeGP) Vision

Make all Government services accessible to a common man in his locality, through **common service delivery outlets**, and ensure efficiency, transparency, and reliability of such services at affordable costs to realize the basic needs of the common man

Mission Mode Projects (MMPs)

Central (13), State (14) and Integrated (7)

Infrastructure

State Wide Area Network (Data flow)

State Data Centre (Back-end)

State Service Delivery Gateway (Data Control) and

One lakh Common Service Centers (CSCs) to cover 6.40 villages across the country under Public-Private-Partnership (PPP)

e-Governance Service Delivery Framework

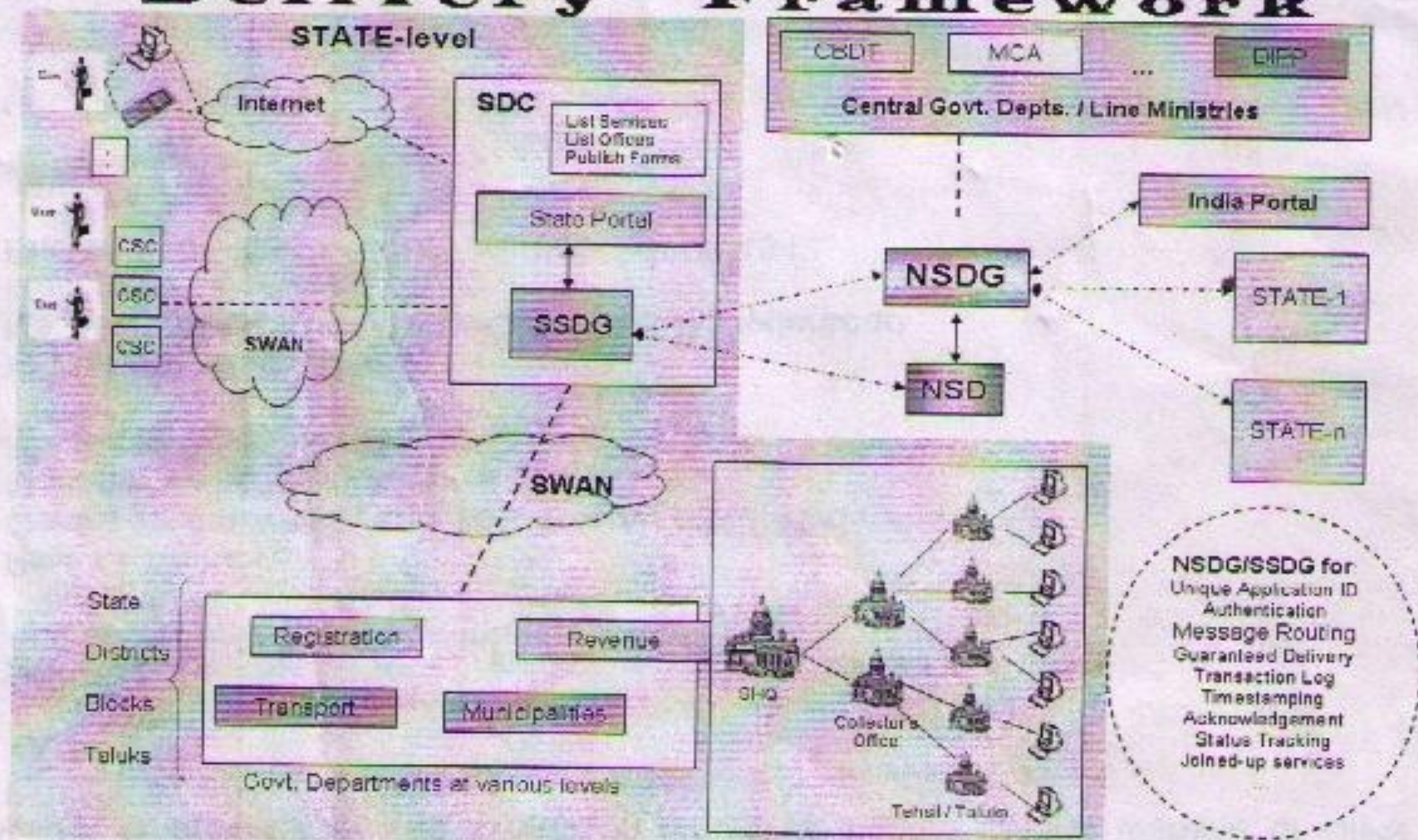


Figure 3: Service Delivery Architecture

Citizen / Common Service Centers

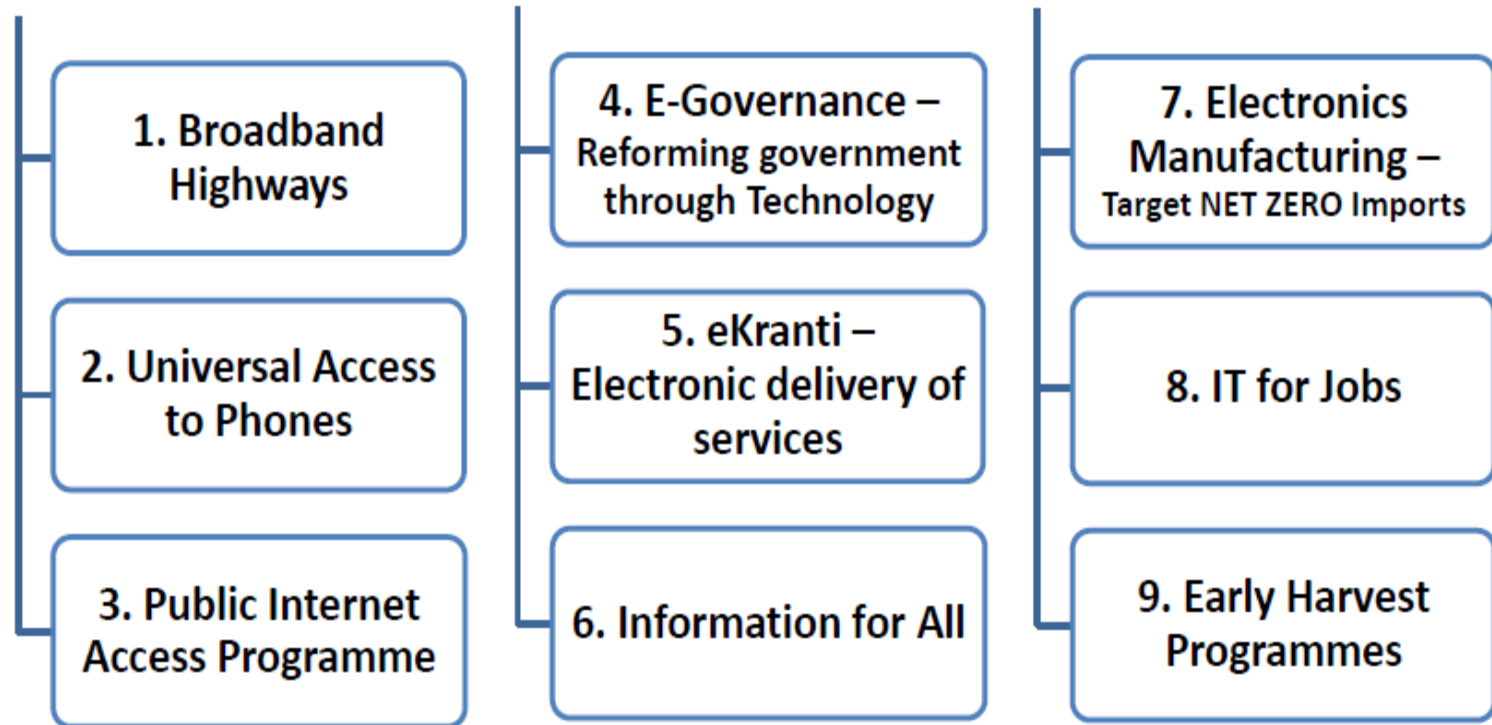
- To deliver Government, Private and Social services under 3-tier architecture
- State Designated Agency (SDA), State Center Agency (SCA) and Village Level Entrepreneur (VLE)
- Zonal setup
- 7,000 kiosks – 700 exclusively for women
- Uniform standards, signage for easy identity
- Push & Pull Services
- Digital Certificates, Citizen Charter

Common PPP Structures:

Type of Contract	Duration (years)	What the Private Contractor Receives	Nature of Private Contractor Performance	Examples
Service Contract (outsourcing)	1-3	Fee from government for performing a non-core service	Definitive, often technical type of service	Website design and management, ICT Capacity Building
Management Contract	3-8	Fee from government for the service and a performance-based incentive	Manage the operation of a government service	Call center staffing; Seat Management, Parking enforcement, regional water supply management
Lease	8-15	All revenues, fees or charges from consumers for the provision of the service; the service provider rents the facility from government	Manage, operate, repair, and maintain (and maybe invest in) a service to specified standards and outputs	Land for ICT Infrastructure Development, Existing airport or port facilities
BOO & BOOT	15-25	The government mostly pays the service provider on a unit basis	Construct and operate, to specified standards, the facilities necessary for service provision	ICT Infrastructure; e-procurement systems; e-business portals; Network of Kiosks
Concession	15-30	All revenues from consumers service provision; the service provider pays a concession fee to the government and may assume existing debt	Manage, operate, repair, maintain and invest in public service infrastructure to specified standards	Telecom operations and expansion, New airport or seaport facilities, toll road or bridge

DIGITAL INDIA

Nine Pillars of Digital India



eGov Challenges

- Wired network is unreliable and expensive
- Language barriers with Computers
- Network bandwidth load balancing
- Is e-Gov really leads to Transparency & corruption free society ?
- Is Mindset Change required for successful e-Gov initiative ?
- Is e-Gov really reduce digital divide ?
- Is AI / Data Analytics inroad into e-Gov means decreased employment opportunity?
- Is e-Gov on cloud means security risk?