

Transforming India



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e Governance Professional

National e-Governance Plan (NeGP)

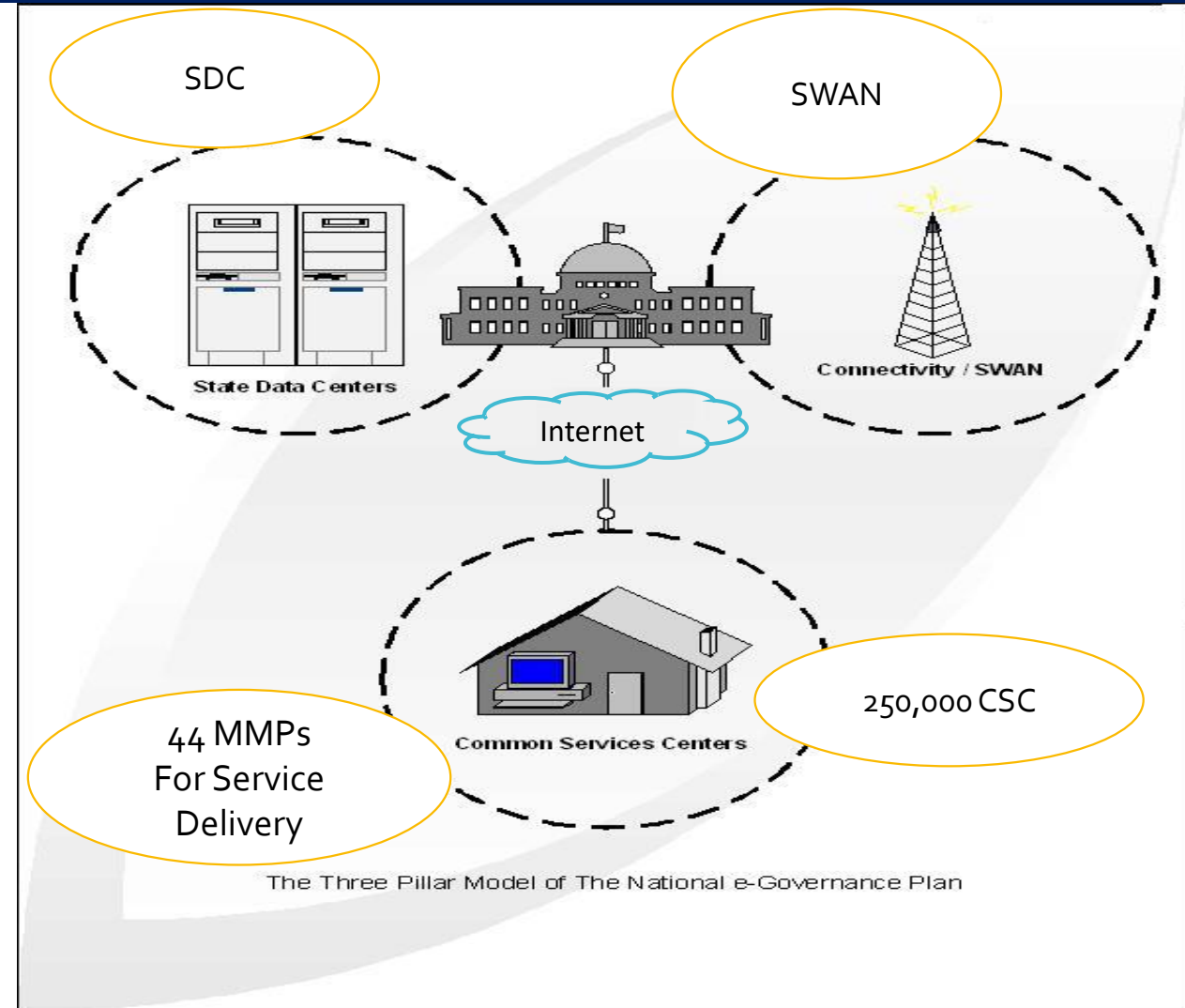
- e-Governance plan for the country
- Aims at improving delivery of Government services to citizens and businesses
- Formulated by the Department of Information Technology (DIT) and Department of Administrative Reforms & Public Grievances (DAR&PG)
- Union Government approved NeGP in May, 2006

NeGP Vision

“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..

- Initially 27 Mission Mode Projects (MMPs)- now it is 44 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 – Support Components

#	Support Components	Line Ministry/Department
1.	Core Policies	Department of Information Technology
2.	Core Infrastructure (SWAN, NICNET, SDCs, etc.)	Department of Information Technology
3.	Support Infrastructure (CSCs, etc.)	Department of Information Technology
4.	Technical Assistance	Department of Information Technology
5.	Research & Development	Department of Information Technology
6.	Human Resource Development & Training	Department of Information Technology and Department of Administrative Reforms & Public Grievances
7.	Awareness & Assessment	Department of Information Technology and Department of Administrative Reforms & Public Grievances
8.	Organization structures	Department of Information Technology and Department of Administrative Reforms & Public Grievances

Key Implementation Considerations

Common Support Infrastructure

Governance (institutional structures for implementation)

Centralized Initiative, Decentralized Implementation

Public-Private Partnerships

Integrative Elements

Programme at the National and State level Approach

Facilitatory role of DIT

Ownership of Ministries

Vision

Digital India

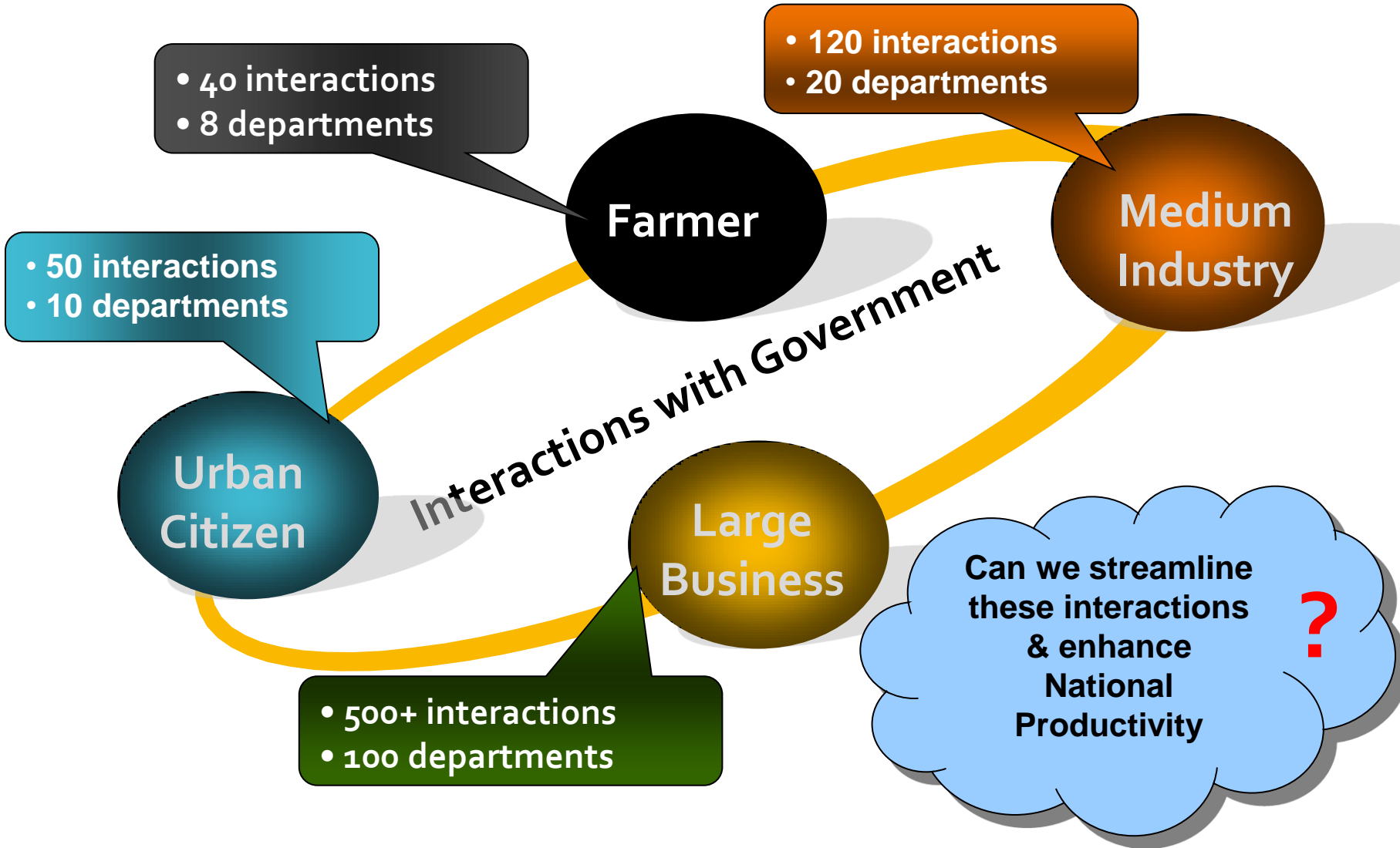
“A programme to transform India into a digitally empowered society and knowledge economy”

Why is this required

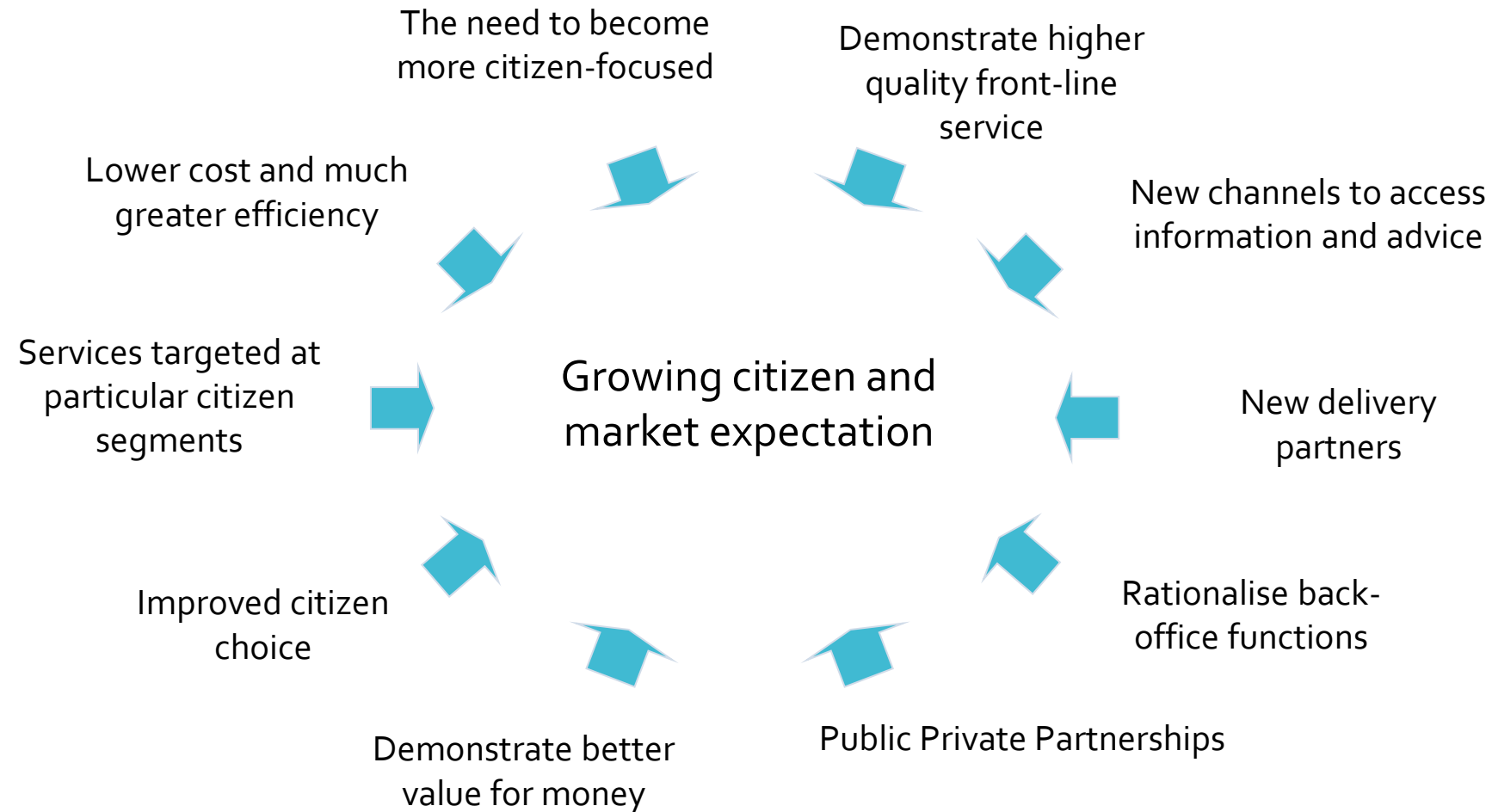
What is e Governance and e Government ?

**What is the problem statement today with our
Governance ?**

The Issue



Need for Transformation in Government



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

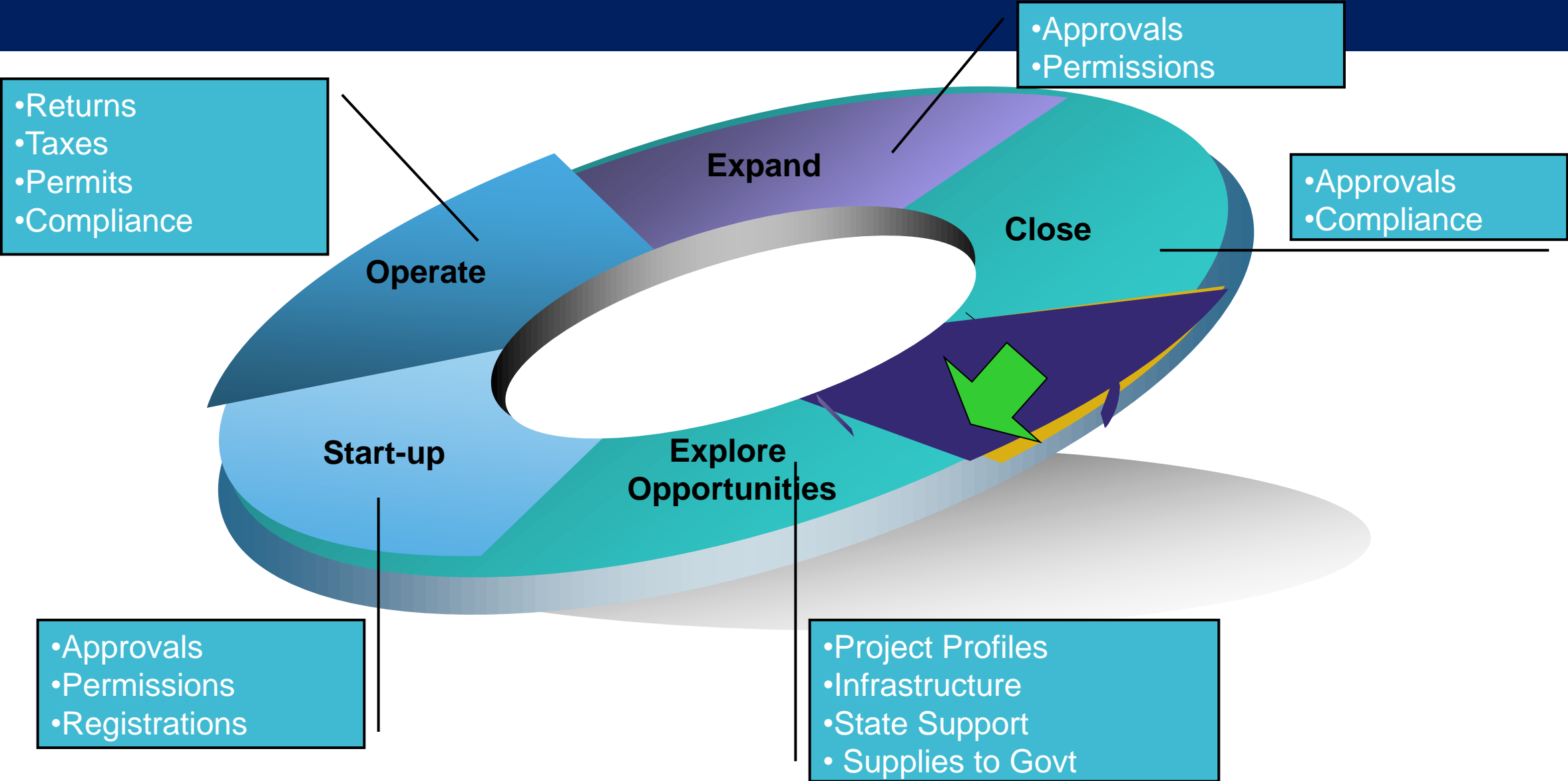
but about *transforming* processes !

Examples of G2C Services



... from cradle to grave

Examples of G2B Services



Examples of G2G Services

Human Resources

- Recruitment
- Training
- Establishment
- e-Learning



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

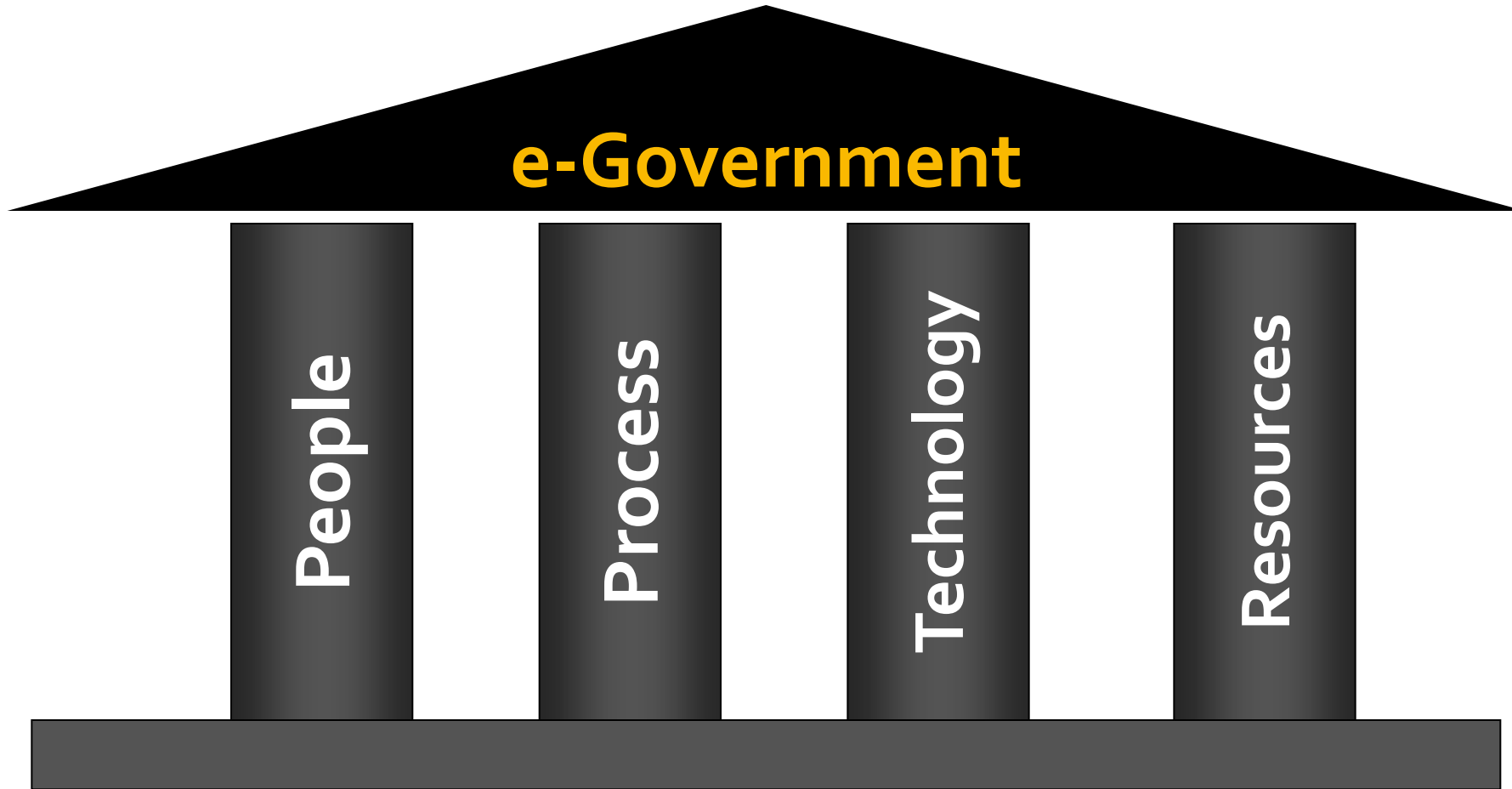


- Productivity
- Performance Mgt.
- Budget
- Treasuries
- Planning
- e-Assembly



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

The Four Pillars of e-Governance



e-Governance is a holistic reform in which Technology is an enabler

Digital India Pillars



Broadband
Highways



Universal
access to phones



Public Internet
Access Program



e-Governance
Reforming government
through technology



eKranti
Electronic Delivery of services



Information
for All



Make in India
Electronics + Software



Skills



Early Harvest
Programmes

Changing Digital Profile of India

121 Cr

Aadhaar

118 Cr

Mobile

100 +
Cr

Bank Accounts

62.7
Cr

Internet Users

67 Cr

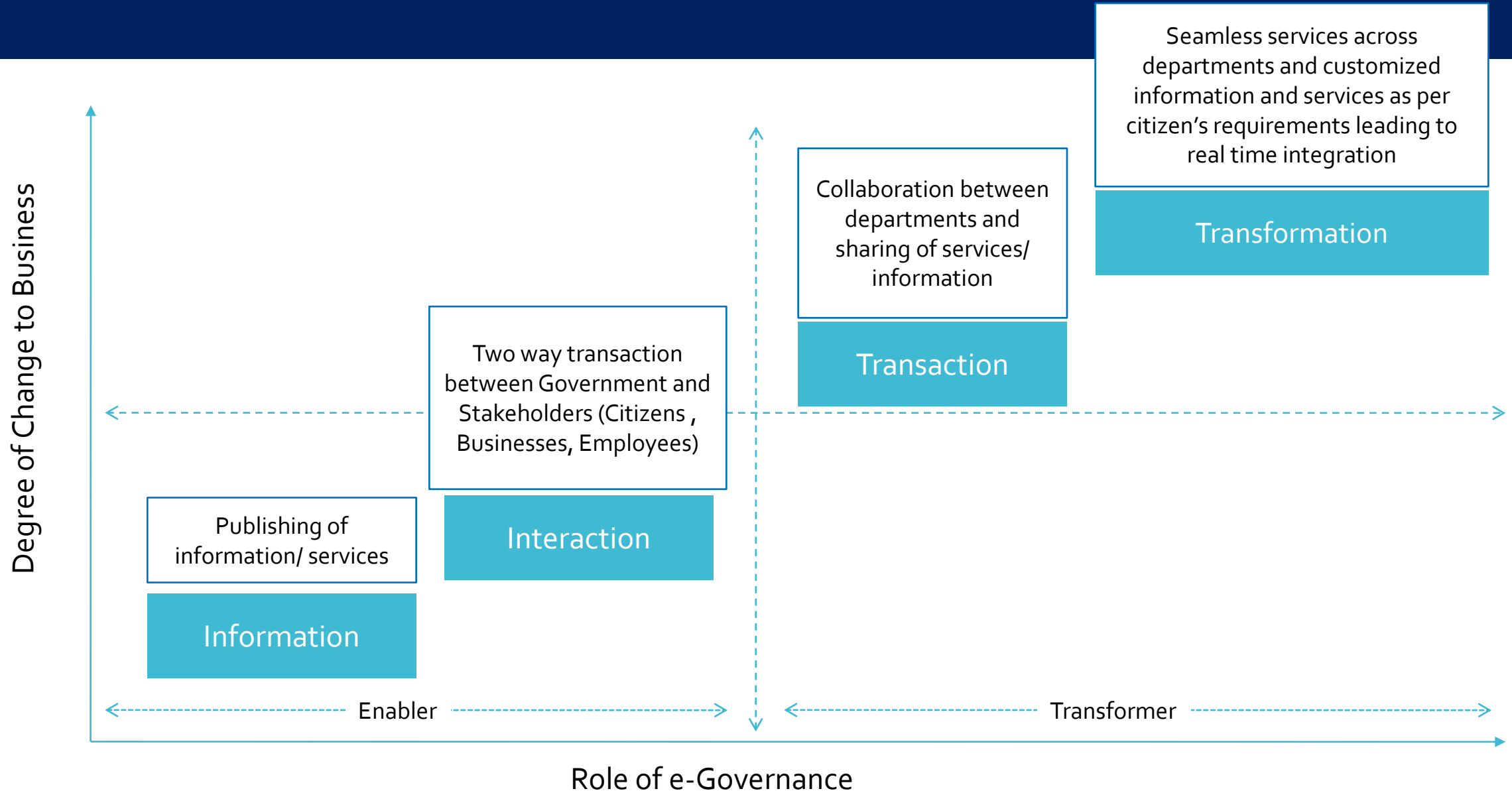
Smartphones

31 Cr

Social Network Users

India has moved from **155th** position in 2015 in internet penetration to **top 2** by

e-Governance Evolution Model



Guiding Principles for e-Governance

- **Analysis of Cost-Benefits** prior to implementation.
- **Stakeholder Satisfaction.**
- Unit cost of service lowered where economies of scale achieved.
- Prioritize, Prioritize, Prioritize.
- **Pilot First - Implement in waves.**
- Changes in HR deployment pattern and improvement in organizational performance.
- Revenue sources funded portal development and maintenance.
- Web technology coexists with other traditional bricks and mortar processes.
- **Changes required in attitudes and processes to realize full potential.**
- **Risks need to be managed - Financial, Political, Operational and Technology.**
- Use of planning and external expertise reduces risks.

Some Lessons from Past Experiences

- e-Government cannot perform as a substitute for governance reform.
- e-Government must address the rural urban divide.
- Manage expectations: e-government is not a magic bullet.
- Translating promises to benefits involves difficult organizational changes.
- **There is no “one size fits all” strategy: the context needs to be understood.**
- Balance top direction and bottom up initiative.
- Avoid large failures; deliver early results.
- **Identify priority interventions that are capable of exploring a country’s competitive advantage, delivering cross-cutting positive impacts.**
- **Promote partnerships between government, private sector, civil society and donors.**
- Avoid technology focus: ensure complementary investment; skills, organizational innovation and incentives are crucial for making technology work.
- **Emphasize training and capacity building.**

Key Targets for Digital India

Pillar 1: Universal Broadband

Pillar 2: Universal Mobile Connectivity

Pillar 3: Internet Access Programme

Pillar 4: Reforming Government Through IT

Pillar 5: e-Kranti

Pillar 6: Information for All

Pillar 7: Electronics Manufacturing

Pillar 8: IT for Jobs

Pillar 9: Early Harvest Programmes

Cumul. Target for 2022: 6,00,000 Villages

Mobile Connectivity to remaining 55,669 Villages

250,000 CSCs and 150,000 Post Offices

e-Office and Automated Grievance Redressal

Revamping of Mission Mode Projects

Online Hosting of Info + Messaging + MyGov

Net Zero Import by 2020

Training 1 Cr People + BPO in NE+ 5 lakh in Telecom

Secure Email, Biometric Attendance, SMS Alerts

Digital Services



Seamlessly integrated
across departments or
jurisdictions



*Services digitally
transformed for
improving **Ease of
Doing Business***



*Making all
**transactions
electronic***



*Services available in
Real Time
from online & Mobile
platform*



*All citizen entitlements
to be available
on the cloud*



*Leveraging
GIS & Analytics
for Decision Support*



- Over **116 Crore** residents have Aadhaar number
- More than **3 crore** Aadhaar-based authentications are taking place everyday
- Nearly **2.33 crore** fake ration cards and **3 crore** fake LPG connections identified

- ▶ **Rs. 2.16 Lakh Crore** transferred into the bank accounts of beneficiaries since 2014 through Direct Benefit Transfer (DBT), leading to a total savings of **Rs 57,000 Crore**
- ▶ **32 crore** mobile SIM cards purchased using Aadhaar eKYC
- ▶ **10.32 crore** Aadhaar eKYC done by banks.

Digital ECONOMY

Digital EMPLOYMENT



- UPI based BHIM mobile app downloaded by **1.72 crore** people
- **40** times increase in UPI transactions per month since Demonetization in November 2016
- **1.8 Lakh** transactions per day on BHIM



- BPOs have been set up in small towns like Patna, Guwahati, Varansi, Bareilly, Silliguri, Sangli, Karimnagar, Badgam
- Potential to create employment of around **1.5 lakh** in BPOs
- Direct and Indirect employment for **10 lakh** youth through CSCs

Digital Delivery of SERVICES



- **2.5 lakh** Common Services Centres (CSCs), a 3 times increase in 3 years, delivering over 300 digital services
- **34,000** women working in CSCs



- Advisories through **1620 crore** SMSs to nearly 2 crore farmers
- **Farmers' Portal** for integrated databases
- Kisan Suvidha, Crop Insurance and many other **Mobile Apps for Farmers**



- **455** agriculture markets across 13 States have been connected
- More than **48 lakh** farmers registered



- **82.7 Lakh** people made digitally literate till December 2016 under NDLM & DISHA
- **6 Crore** rural households to be made digitally literate under PM Digital Saksharta Abhiyan



- World's largest digital democracy platform
- To utilize social media for feedback and grievances
- Registered users have grown from 8.74 Lakh users in 2014-15 to **45.77 Lakh** as on date



- Anytime, anywhere access and sharing of authentic digital documents
- **78 Lakh** users registered, **187 Crore** issued documents



- **1.2 Crore** students enabled to submit application on a single portal for 23 different scholarships



- Brings in transparency in government procurements
- **6633** buyers and **21137** sellers
- Sales of **Rs. 940 Crore** in 1 year, since launch

Digital India: The Foundation

Jandhan



Cashless

Aadhaar



Contactless

Mobile



Paperless

Mobile

Over **121 crore** mobile phone connections; About 102 crore active as per VLR Register; ~80 cr unique

67 crore Smartphones, 94% internet access on mobiles

India emerging as major **mobile manufacturing hub**; 82 new Mobile + Components Manufacturing units



Universal Digital Identity: Aadhaar Expanded

WORLD'S LARGEST BIOMETRIC DATABASE



117 Cr. biometric identities issued & 1 + 1 Cr added every month

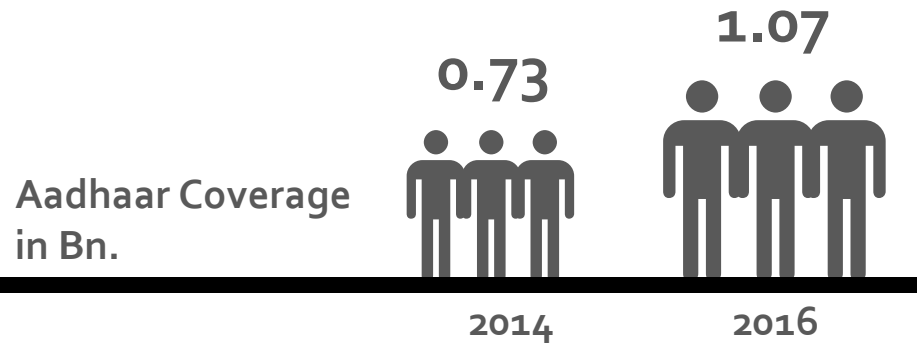


Adult population coverage: ~ **99.9%**



1019.6 Cr. eAuthentication

Target : Universal Coverage



Digital Payments



- ✓ Nearly 40 times increase in transactions on UPI since November, 2016
- ✓ 1.72 crore downloads of BHIM
- ✓ More than 1.82 lakh transactions on BHIM per day



DigiLocker

Your documents anytime, anywhere

How **DigiLocker** works ?

CITIZENS



Issuer

Issues documents digitally



ISSUER

Accesses documents online



REQUESTOR

Requester

Unique Digital Signature: eSign

INDIA'S OWN DIGITAL SIGNATURE TECHNOLOGY

■ 283 Lakhs e-Signs

■ ₹ 4 /signature. Cost reducing

■ Legally tenable; recognized in IT Act

■ Ecosystem growing

1. Cost will come down further in coming months
2. More applications to be integrated in eSign



Meghraj

ANYTIME, ANYWHERE – VIRTUAL DATA CENTRE

■ **Cloud First** Policy

■ **8,100 VMs**

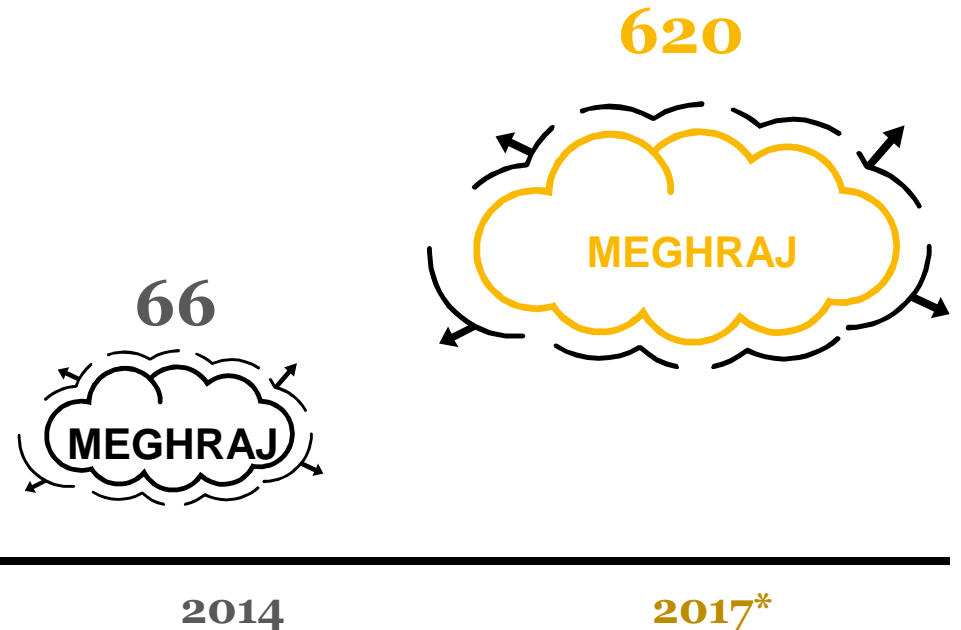
■ **11 Cloud Service Providers** empanelled

■ **Ready to use scalable** infrastructure

■ Major Applications - **Land Records, GeM, e-Office, e-Hospital, Jeevan Pramaan, MyGov**



No. of applications on cloud



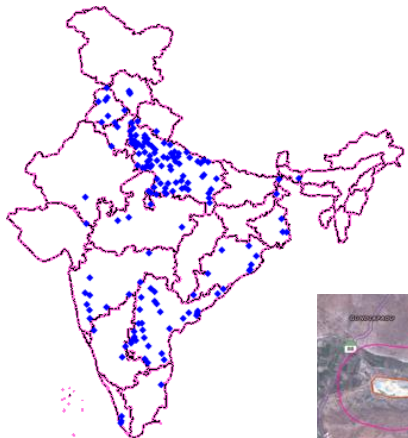
Geographic Information System

1:10,000 Scale maps (Bharatmaps)

1:5000 Scale maps (NCoG)

NCoG launched on 28.12.2015

GIS based Decision Support System



NIC: 25 Central +
5 States GIS appl.

NCoG: 24 Central +
11 States GIS appl.

6 NIC Applications

1:50,000 scale



May, 2014





Sep, 2017

Target : GIS based decision making

Open Data

TRANSPARENCY, PARTICIPATION AND ENGAGEMENT

 Publish data, documents, services, tools and applications

 Open for public and commercial use

 Global ranking: **32 out of 94** in Open Data Index

Source: Global open data index: <http://index.okfn.org/place/>



44 MMPs – Priority verticals in Government



e-Kranti (NeGP 2.0)



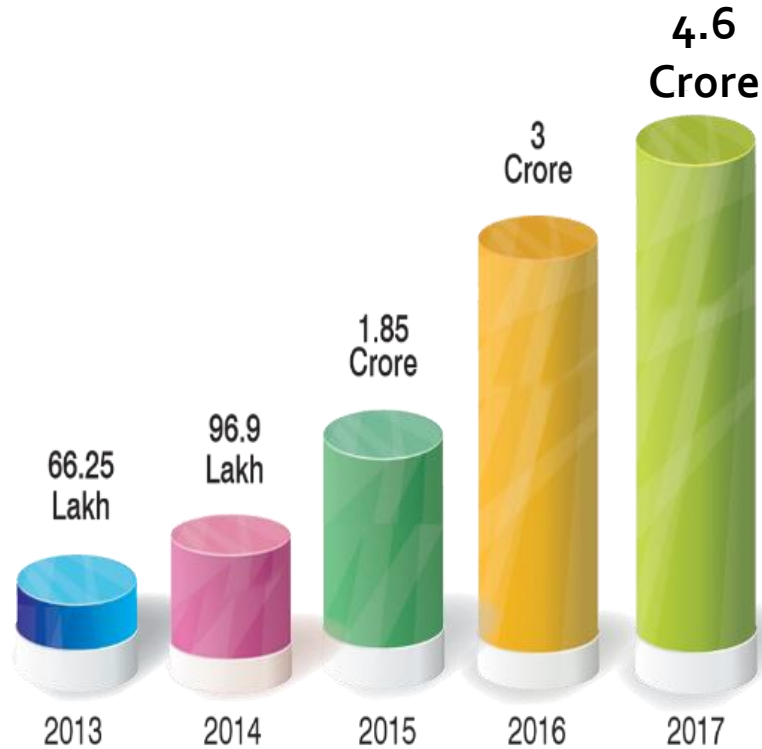
Avg >7 Cr e-Transactions /per day
(28 Feb 2018)

State -17, Central -16, Integrated - 11

Growth in Services Transactions



Growth in
e-Governance
Transactions
per Day



Top States (Txn per 1000 people)

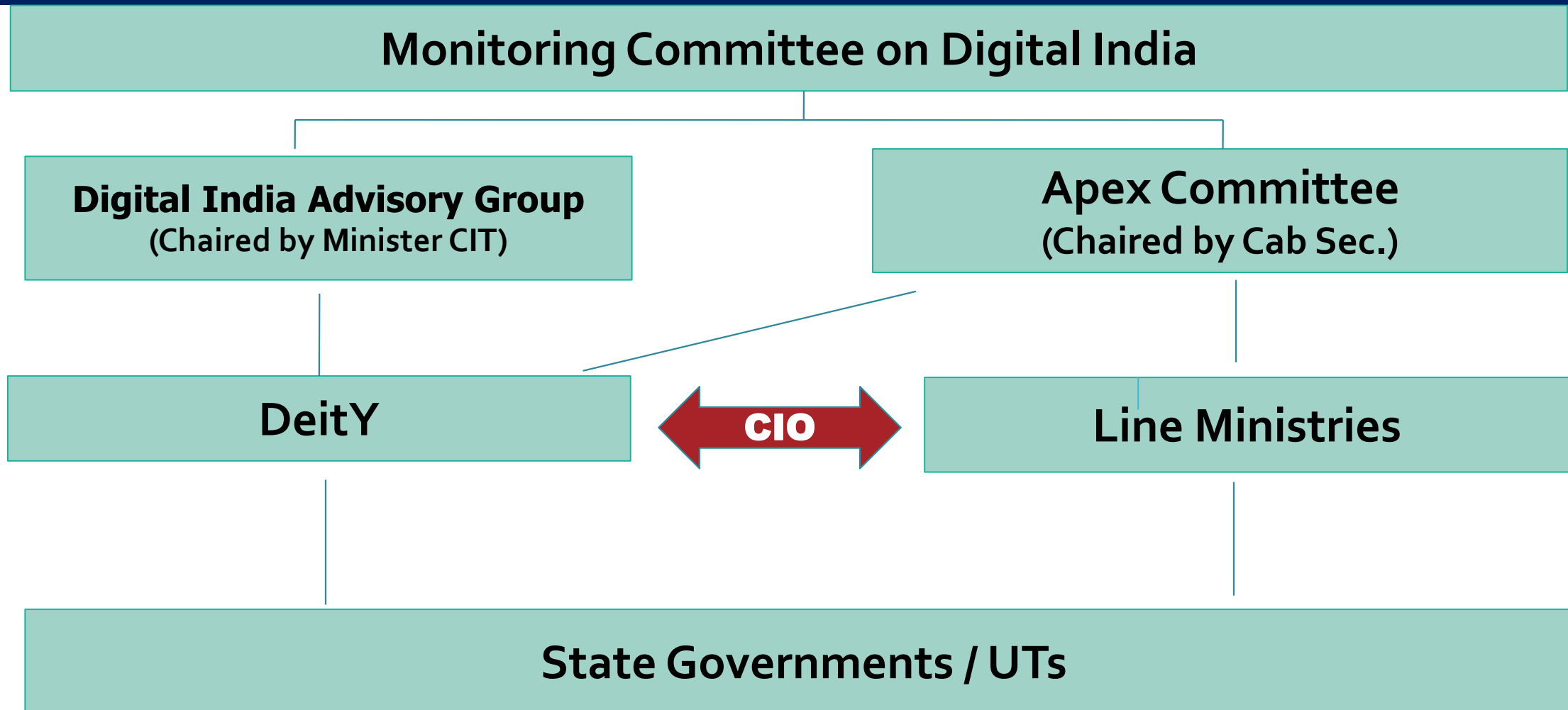
- Lakshadweep
- Telangana
- Andhra Pradesh
- Kerala
- Gujarat

Top Ministry User

- MeitY
- Mo Finance
- Mo Agriculture
- Mo PNG
- Mo L&J

DIGITAL INDIA

Institutional Mechanisms at National Level



State Government

State eGov Council (CM)

State Apex Committee (CS)

State DIT

Departmental
Committee

SeMT

PeMT

Programme
Management

Project
Management

Thank You