" E GOVERNANCE IS
– EASY GOVERNANCE
– EFFECTIVE GOVERNANCE
– ECONOMIC GOVERNANCE "

Lessons from E Government Projects

- Harpreet Singh, DG, MCRHRD IT

SESSION OBJECTIVE

You can enumerate factors responsible for successful implementation of E government Projects by studying different Case Studies

Session Plan

- Case Study 1 : E Seva
- Case Study 2 : E Procurement
- Case Study 3 : Aarogyasri
- Case Study 4: Mee Seva
- Lessons from E Government Projects

E Seva

- Project that made AP famous nationally and internationally

- Idea emanated from then CM of AP in April 1998.

- Planned and executed by J Satyanarayana IAS

- Mission: "Citizen's right to comfort and convenience"

- Pilot Project called TWINS launched on 30 December 1999

- Issue of legally valid Driving Licence to President Bill Clinton during visit to Hyderabad in March 2000

- Rollout in August 2001

Challenges

- 18 citizen services across 6 Depts selected for Pilot.

- Software, architecture developed inhouse

- 3 tier architecture

    - Tier 1 : Departmental Server

    - Tier 2 : E Seva Server cum Data Centre

    - Tier 3 : Service Centre

- Abandoned store room of MCH refurbished

- Centre worked from 9 am to 8 pm on all days

- RFP prepared for Rollout to 24 locations in Hyderabad.

- Selected vendor to provide everything except premises

Contd.

- Three Stage Procurement Model

  Stage I : Only technical bids with high-level solution

  Stage II : Shortlisted bidders study the system and
  design prototype, Submit commercial bid.

  Stage III : Award made on combined score of Stages I, II & III.

- Selected agency reached breakeven in 12 months

- Services increased to 117 and locations to 43

- Expansion of E seva in 2003 to full AP

- Selected vendor zonewise(116 Cities in 6 zones)

- Cost per transaction borne by participating agencies

CIO

- Unique capacity building program launched by AP Government in 2000 which continued till 2008

- In partnership with Centre of e-Governance, IIM Ahmedabad

- 8 -12 week residential program for senior Govt functionaries

- Build knowledge and skills of officers who shall lead, manage & implement e-governance projects in State

- More than 120 officers trained, including 14 IAS, 7 IPS, 4 IFS and several senior officers from different depts

E Procurement

- Cabinet Sub-Committee recommended e-procurement in September 2001

- Mission: To improve competition (avoid cartelization) and transparency (avoid allegations of manipulation)

- Price Waterhouse Coopers engaged to prepare RFP for selecting vendor.

- Vendors having existing e-procurement platforms were considered

- Expenditure on hardware and software to be borne by vendor

Contd.

- Core functionalities of e procurement system studied by CIOs and documented.

- Pilot launched in January 2003 involving 4 Departments

- Roll out in July 2004 covering all departments for Works procurements of more than Rs 10 lakhs

- Implemented by 2013 in 16 departments, 22 public sector corporations, 89 municipalities

- Transaction fee to be paid to vendor is recovered from fees collected from participating bidders

- Extensive use of Digital Keys

Challenges

- Stakeholder commitment
- Steering Committee chaired by Chief Secretary with Secretaries, HODs, vendor met every month
- Project Managers from each participating department
- Project Champions (CIOs) functioned as bridge between domain experts and vendor
- Extensive training to departmental users and users
- Helpdesks
- Generation of system generated bid evaluation statement

Aarogyasri

- Idea emanated from then CM of AP

- Aarogyasri Health Care Trust set up in 2006 under the chairmanship of CM. CEO of Trust is an IAS officer

- The Trust enlists private hospitals into network

- Standard treatment guidelines and fixation of tariffs

- Pilot started on 1st April 2007 covering 3 districts (Mahabubnagar, Anantapur and Srikakulam)

- Families having white ration card eligible for Rs 1.5 lakhs p.a. with buffer of Rs 50,000 for additional expenses

- Rollout on 17th July 2008 covering all Districts

Challenges

- The heart of ICT solution is a web based solution which tracks the patient – from a PHC to admission into a city hospital and till the time of discharge.

- Effective reporting-cum-performance monitoring tool. It covers nature, type and effectiveness of treatment

- Online pre-authorisation

- 24x7 operational Call Centre

- Training to field staff to ensure smooth flow of registration, online pre-authorization, treatment, discharge etc

- Follow-up module : Feedback from every patient

Mee Seva

- Mission: Issue of Digitally signed Govt licences, permits, certificates, sanctions or approvals to citizens

- Category A services within 15 minutes.

- Central pooling of relevant departmental records – Adangal/Pahani, caste certificate etc

- Category B services within time stipulated in Citizens Charter.

- Processing of request as per prescribed departmental workflow involving inspections and approvals.

- Pilot project in Chittoor district from 4th November 2011 covering 10 G2C services

Contd.

Mee Seva centres	Front-end delivery channels
SCA/APOnline data centres, SSDG. e-District	Middle/intermediate layer
SDC/NIC Data Centre/ Depts/.	Back-end systems (Request Processing Systems)
APSWAN	Network segments connecting the front-end delivery channels to back-end systems through middle layer

Lessons from E Government Projects

- Departmental ownership
- Strong project management skills
- Some process reengineering is required
- Private players play an important role
- Significant benefits are realised even with partial automation

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GSTN is single consolidated IT platform connecting taxpayers, Government agencies and other stakeholders.

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Future of E Government Projects