

Digital India



E-governance: use of Technology to improve public services

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**LOOKING AT A NEW
ERA IN TERMS OF
TECHNOLOGY ADOPTION
IN THE COUNTRY**

#DIGITALINDIA



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Agenda

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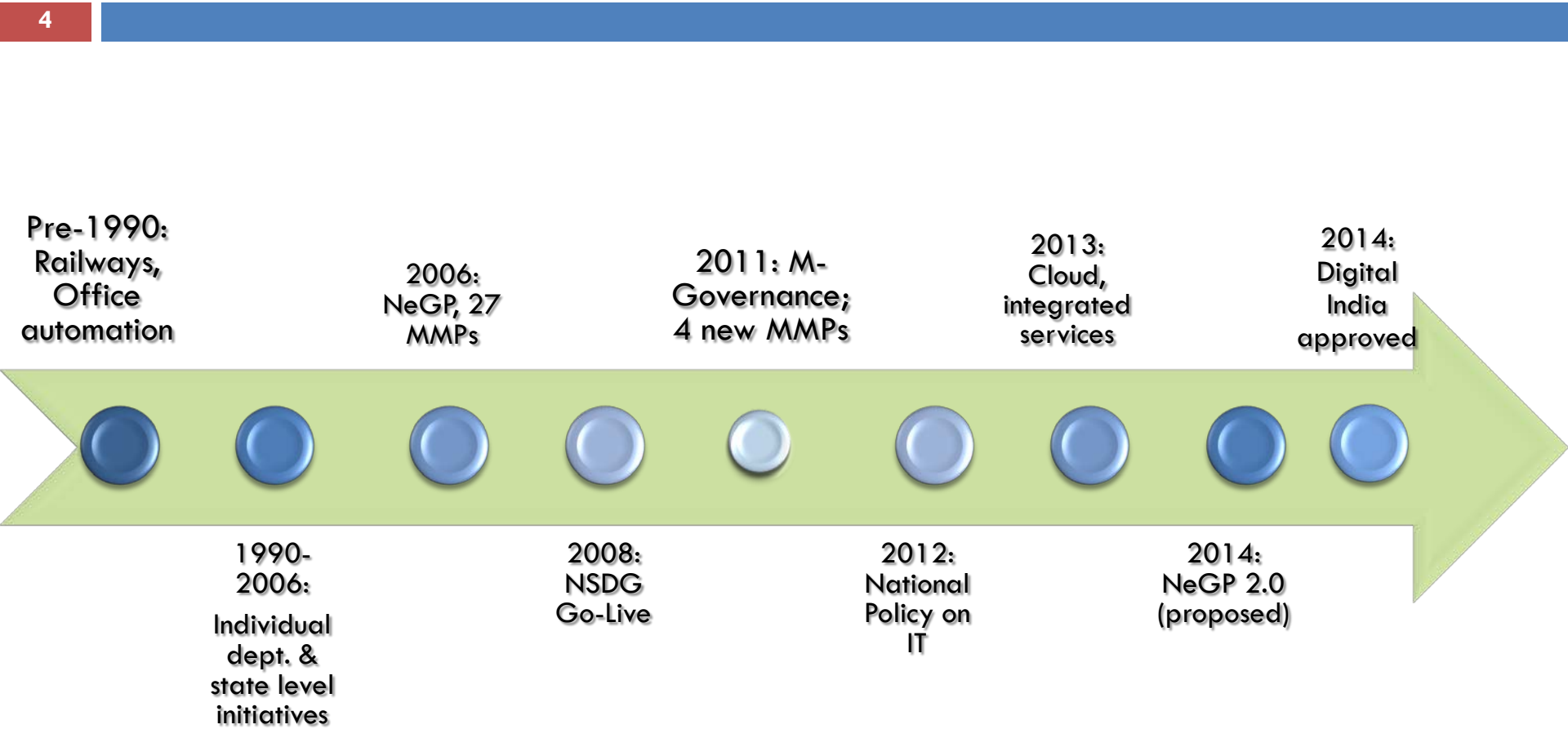
- India: in perspective
- Evolution of e-Governance in India
- Policies for e-Governance: An overview
- National e-Governance Plan
- e-Governance: New Initiatives
- *My Gov*
- Way Forward: NeGP 2.0
- Digital India

India: in perspective

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- Population: >1.2 billion
- 600,000+ villages, 70% population rural
- Multi-lingual: 22 Official languages
- Multi-tiered democracy- 36 States & UTs; 240,000 + Local Bodies
- Rapidly growing IT/Services sector
- Explosive telecom growth

Evolution of e-Governance in India



Policies for e-Gov: Overview

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Legal
F/w

- IT Act, 2000
- ESD Rules

Program
F/w

- National e-Governance Plan (2006)
- Digital India (2014)
- e-Kranti Framework (2015)

Domain
Policies

- Standards for e-Governance
- Framework for Mobile Governance (2012)
- Framework for Social Media (2012)
- Citizen Engagement Framework (2012)
- e-Pramaan: Framework for e-Authentication (2012)
- Open Data (2012)
- GI Cloud (2013)
- Policy on Open API for Govt
- Policy on adoption of Open Source Software for Govt
- e-Kranti Principles
- Application Development & Re-Engineering Guidelines for Cloud Ready Apps

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National e-Governance Plan

Vision of NeGP

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“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”

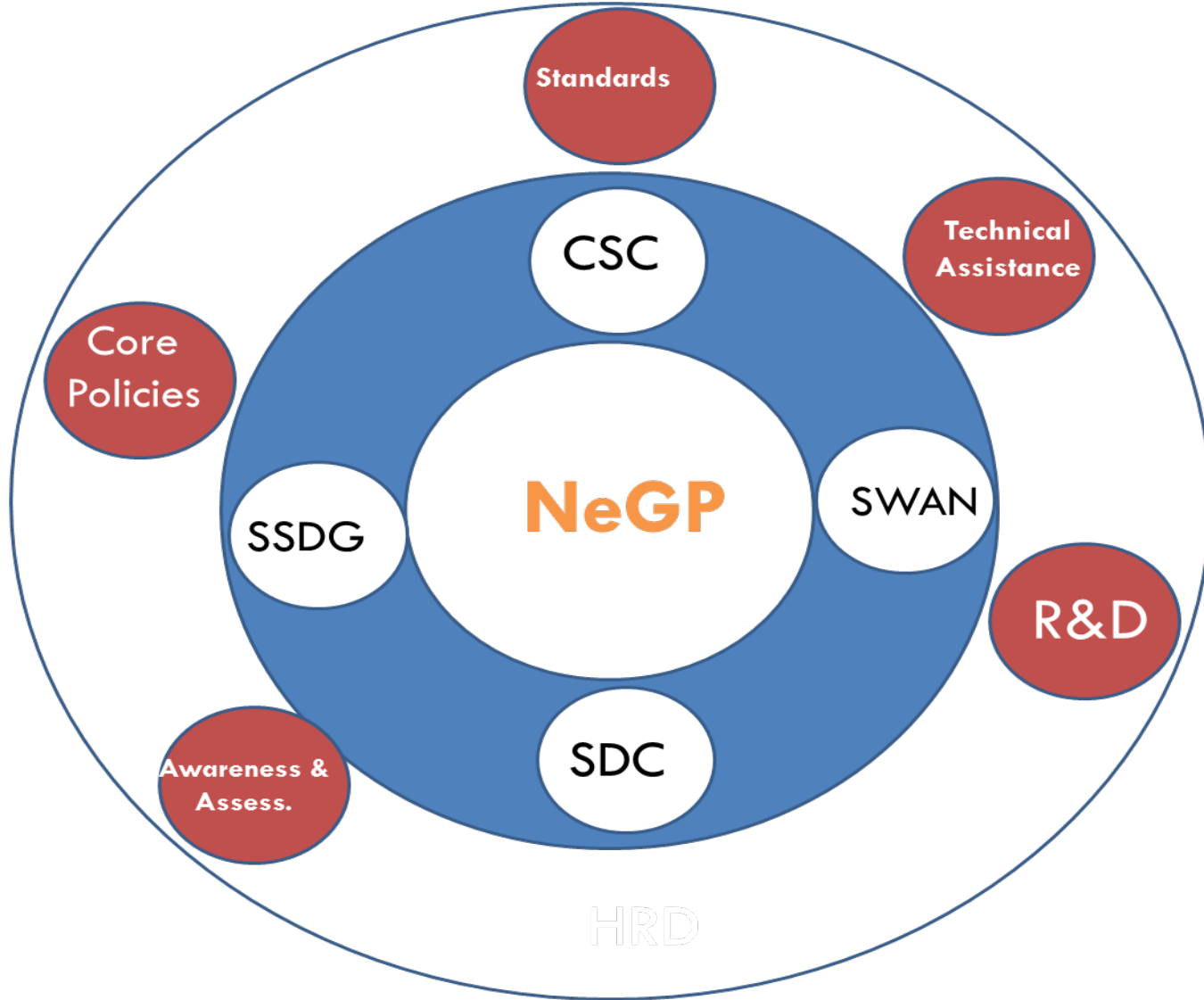
May 2006

NeGP: Overview

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- [Institutional Framework](#)
- **31 Mission Mode Projects (MMPs)**
 - ✓ Including 4 MMPs (Health, Education, PDS and Posts) added July, 2011
- **Core infrastructure components**
 - ✓ Common Services Centres (CSCs)
 - ✓ State Data Centres (SDCs)
 - ✓ State Wide Area Networks (SWANs)
 - ✓ State Service Delivery Gateways (SSDGs) and State Portals
- **Support Components**
 - ✓ HRD & Training
 - ✓ Core Policies
 - ✓ Standards
 - ✓ Technical Assistance
 - ✓ R&D
 - ✓ Awareness & Assessment

NeGP: Overview of Framework



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e-Governance: New Initiatives

Electronic Transaction Aggregation & Analysis Layer

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- **Focus on transactions as measure of outcomes**
- **Indicator of e-transactions being delivered to citizens**
- **Real-time snapshot of e-transactions across ministries, states & MMPs**
- **Provides a quick analysis of transaction statistics**
- **Site available at: <http://etaal.gov.in/etaal/login.aspx>**
- **Qualitative aspects of e-Transactions to be captured in e-Taal 2.0**



Electronic Transaction
Aggregation & Analysis Layer

Department of Electronics & Information Technology
Ministry of Communications & Information Technology, Government of India



[Home](#) [e-Transactions View](#) [Analysis](#) [Report](#) [Service Directory](#) [State Portal](#) [Downloads](#) [User](#) [Accolades](#) [Contact Us](#)

Select Language ▼

Two new e-Transaction categories have been introduced

National e-Transaction Count

Since 1st Jan, 2015

4,79,30,64,957

Since 1st Jul, 2015

65,77,65,361

Top 5 States of July 2015

Andhra Pradesh | Gujarat | Uttar Pradesh | Telangana | Kerala

Framework for Mobile Governance notified in Feb. 2012

- Mobile Seva (MSDG): Govt. services on mobile platform
 - ▣ PM's Committee directions on m-Governance in Nov. 2011
 - ▣ Mobile Service Delivery Gateway (MSDG) created in July 2011
 - ▣ SMS, Mobile AppStore fully operational; USSD and IVRS in pilot
 - ▣ Two short codes (51969 and 166) and long code 9223166166 operational
 - ▣ 1,827 Govt. Depts. and Agencies on board
 - ▣ Services being provided:
 - > 5.8 billion SMS based transactions delivered to citizens
 - 604 live mobile apps made available on mobile AppStore
 - ▣ Mobile Payment Gateway operational

- Framework and Guidelines for use of Social Media by Government Agencies (notified in 2012)
 - ▣ Enables depts. to create & implement own strategy for use of social media
 - ▣ Discusses characteristics and challenges in use of various types of social media and provides detailed guidelines
- Citizen Engagement Framework for e-Governance Projects (notified in 2012)
 - ▣ citizen participation and engagement key for good governance
 - ▣ e-Governance is a critical component of good governance
 - ▣ Aims at ensuring wider participation of all stakeholders including public to ensure citizen centricity in all e-Gov projects

my
GOV
मेरी सरकार



Platform for Citizen Participation in Governance

mygov.in



HIGHLIGHTS



POPULAR GROUP

Swachh Bharat (Clean India)

[View](#)



POPULAR TASK

Suggest Innovative ideas for the PMO's Mobile App

[View](#)



POPULAR DISCUSSION

Youth power taking India ahead

[View](#)



LATEST BLOG

MyGov contributor on MyGov experience and the opportunity to Meet the Prime Minister on 1st July, 2015

[View](#)

1.05M

Registered Members of MyGov

130.34K

Submissions in **187** Tasks

543.47K

Comments in **219** Discussion Themes

Key Recommendations:

- 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 of NIC
- Mandatory ICT skills for entry and promotion
- Capacity building and training
 - ▣ Setting up an e-Governance Academy
 - ▣ Developing eGovernance Competency Framework
 - ▣ Implementing a Comprehensive Training Framework

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Way Forward: e-Kranti (approved in Mar'15)

Strengths

- ✓ General Awareness on eGovernance
- ✓ 24 out of 31 MMPs gone live
- ✓ Basic IT Infrastructure available
- ✓ Significant increase in political support
- ✓ Catalyzed movement towards citizen right on time bound delivery of services
- ✓ Supplemented various eGov projects

Weaknesses

- ✓ Lack of attainment in desired impact
- ✓ Significant time overruns
- ✓ *Weak Standards and interoperability*
- ✓ *Low degree of process-reengineering*
- ✓ *Lack of mission approach on implementation*
- ✓ *Weak monitoring & evaluation system*
- ✓ *Problem of last mile connectivity*
- ✓ Sub optimal use of Core IT Infra

NeGP

Opportunities

- ✓ *Huge advancements in the Technology*
- ✓ *Advent of the Cloud*
- ✓ *New business models*
- ✓ *Capacity Building*
- ✓ *Radical process re-engineering*
- ✓ *Strong international presence*

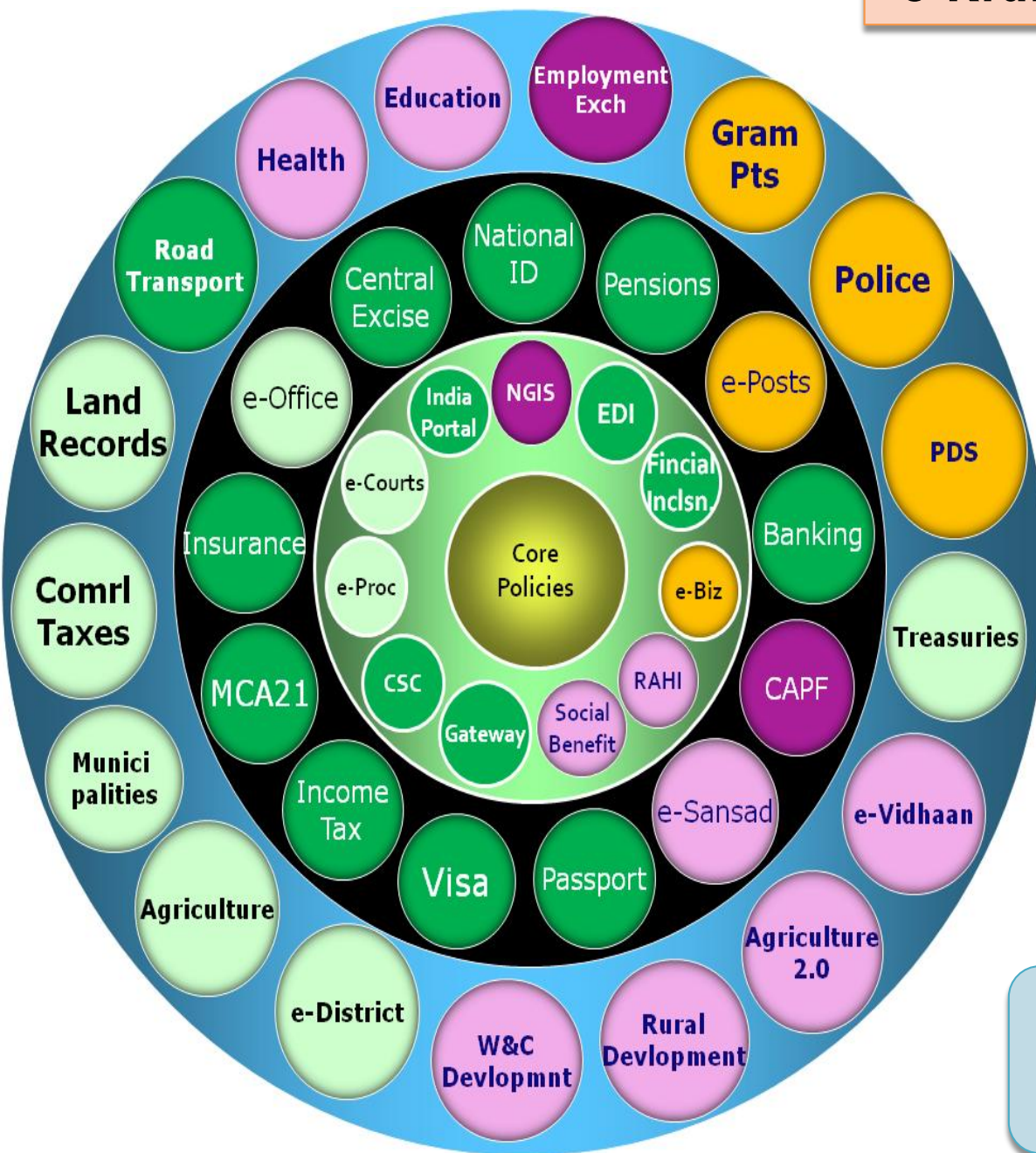
Threats

- ✓ *Losing appeal for Transformation*
- ✓ *Obsolete or inefficient eGov Projects*
- ✓ *A large number of islands of IT activity*
- ✓ *Competition from other countries*
- ✓ *India could lose the opportunity to leapfrog in the quality and nature of citizen services offered through eGov*

e-Kranti: Principles

- Transformation and not Translation
- Integrated Services and not Individual Services
- GPR to be mandatory in every MMP
- Infrastructure on Demand
- Cloud by Default
- Mobile First
- Fast Tracking Approvals
- Mandating Standards and Protocols

e-Kranti (NeGP 2.0)



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Providing Services

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Providing services partially

5

Under Implementation

3

Design & Development

9

At Scoping Stage

3 New MMPs – eBhasha, NMEICT and Urban Governance

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Digital India

What is Digital India?

- Digital India is a **Programme to prepare India for a knowledge future.**
- The focus is on being **transformative – to realize IT + IT = IT**
- The focus is on making **technology central to enabling change.**
- It is an **Umbrella Programme** – covering many departments.
 - It weaves together a large number of ideas and thoughts into a **single, comprehensive vision** so that each of them is seen as part of a larger goal.
 - Each individual element stands on its own. But is also part of **the larger picture.**
 - It is **coordinated by DeitY, implemented by the entire government – both at the Centre and State.**
 - The weaving together makes the Mission **transformative in totality**
- The Programme:
 - Pulls together many **existing schemes.**
 - These schemes will be **restructured and re-focused.**
 - They will be **implemented in a synchronized manner.**
 - Many elements are only **process improvements with minimal cost.**
- The **common branding** of programmes as **Digital India** highlights their transformative impact.

Vision Area 1: Infrastructure as a Utility to Every Citizen

- ❑ **High speed internet** as a core utility
- ❑ **Cradle to grave digital identity** - unique, lifelong, online, authenticable
- ❑ **Mobile phone & Bank account** enabling participation in digital & financial space
- ❑ Easy access to a **Common Service Centre**
- ❑ Shareable **private space on a public cloud**
- ❑ **Safe and secure Cyber-space**

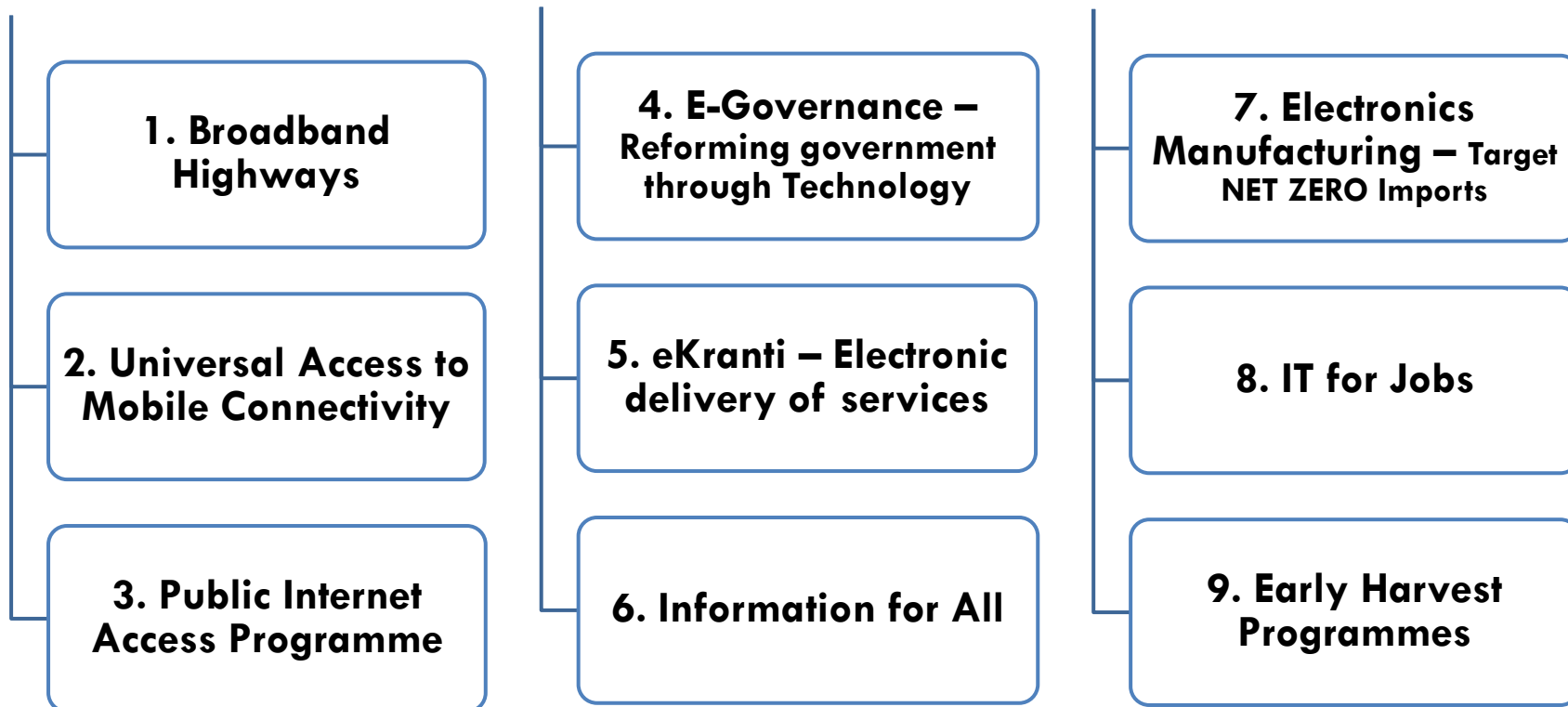
Vision Area 2: Governance & Services On Demand

- **Seamlessly integrated** across departments or jurisdictions
- **Services available in real time** from online & mobile platform
- **All citizen documents** to be available **on the cloud** – **citizen not required to provide copies etc.**
- Services digitally transformed for improving **Ease of Doing Business**
- Making **financial transactions electronic & cashless**
- Leveraging **GIS- decision support systems & development**

Vision Area 3: Digital Empowerment of Citizens

- Universal **Digital Literacy**
- Universally accessible **digital resources**
- **All documents/ certificates to be available on cloud**
- Availability of digital resources / services in **Indian languages**
- **Collaborative digital platforms** for participative governance
- **Portability** of all entitlements through **cloud**

Nine Pillars of Digital India



Pillar 1. Broadband Highways

Broadband for all Rural

- Coverage: 250,000 GP
- Timeline: December 2016
- CAPEX: Rs 32,000 Cr
- Nodal Dept: DoT

1yr: 50,000 GP
2yr: 100,000 GP
3yr: 100,000 GP

Broadband for all Urban

- Virtual Network Operators for service delivery.
- Mandate communication infrastructure in new urban development and buildings.

Changes in Rules to facilitate

National Information Infrastructure

- Coverage: Nationwide
- Timeline: March 2017
- Cost: Rs 15,686 Cr
- Nodal Dept: DeitY

Integration of SWAN, NKN, NOFN. To be implemented in 2 years

Pillar 2. Universal Access to Mobile connectivity

**Universal Access
to mobile
connectivity**

- **Coverage:**
Remaining
uncovered villages
(~ 42,300 villages)
- **Timeline: FY14-18**
- **Cost: Rs 16,000 Cr**
- **Nodal Dept: DoT**

Ongoing Programme
**Increased network
penetration &
coverage of gaps**

Pillar 3. Public Internet Access Programme – National Rural Internet Mission

CSCs –

made viable, multi-functional end-points for service delivery

- **Coverage:** 2,50,000 villages (now 130,000)
- **Timeline:** 3 Years - March 2017
- **Cost:** Rs 4750 Cr
- **Nodal Agency:** DeitY

Ongoing Programme
Reach of Govt. services to all GPs

Post Offices
to become
Multi-Service Centres

- **Coverage:** 1,50,000 Post Offices
- **Timeline:** 2 Years
- **Nodal Agency:** D/o Posts

This should be long term vision for POs

Pilot CBS being implemented

Pillar 4 e-Governance: Reforming Government through Technology

- Government **Business Process Re-engineering** using IT to improve transactions
 - Form Simplification, reduction
 - Online applications and tracking, Interface between departments
 - Use of online repositories e.g. school certificates, voter ID cards, etc.
 - Integration of services and platforms – UIDAI, Payment Gateway, Mobile Platform, EDI
- **Electronic Databases** – all databases and information to be electronic, not manual
- **Workflow automation** inside government
- **Public Grievance Redressal** - using IT to automate, respond, analyse data to identify and resolve persistent problems – largely process improvements
- **To be implemented across government - critical for transformation.**

Pillar 5. eKranti - Electronic Delivery of Services

▪ **Technology for Education – e-Education**

- All Schools connected with broadband
- Free wi-fi in all schools (250,000)
- Digital Literacy program
- MOOCs – develop pilot Massive Online Open Courses

▪ **Technology for Health – e-Healthcare**

- Online medical consultation
- Online medical records
- Online medicine supply
- Pan-India exchange for patient information
- Pilots – 2015; Full coverage in 3 years

▪ **Technology for Planning**

- GIS based decision making
- National GIS Mission Mode Project

▪ **Technology for Farmers**

- Real time price information
- Online ordering of inputs
- Online cash, loan, relief payment with mobile banking

▪ **Technology for Security**

- Mobile Emergency Services

▪ **Technology for Financial Inclusion**

- Mobile Banking
- Micro-ATM program
- CSCs/ Post Offices

▪ **Technology for Justice**

- e-Courts, e-Police, e-Jails, e-Prosecution

▪ **Technology for Security**

- National Cyber Security Co-ordination Center

Pillar 6. Information for All

- **Online Hosting of Information & documents**
 - Citizens have open, easy access to information
 - Open data platform
- **Government pro-actively engages through social media** and web based platforms to inform citizens
 - MyGov.in
 - **2-way communication** between citizens and government
- **Online messaging** to citizens on special occasions/programs
- **Largely utilise existing infrastructure** – limited additional resources needed

Pillar 7. Electronics Manufacturing

Target NET ZERO IMPORTS by 2020

- **Target NET ZERO Imports is a striking demonstration of intent**
- **Ambitious goal** which requires coordinated action on many fronts
 - Taxation, Incentives
 - Economies of Scale, Eliminate cost disadvantages
 - **Focused areas – Big Ticket Items**
 - FABS, Fab-less design, Set top boxes, VSATs, Mobiles, Consumer & Medical Electronics, Smart Energy meters, Smart cards, micro-ATMs
 - Incubators, clusters
 - Skill development
 - Government procurement
- There are many ongoing programs which will be fine-tuned.
- **Existing Structures inadequate to handle this goal. Need strengthening.**

Pillar 8. IT for Jobs

Train people in smaller towns & villages for IT sector jobs

- **Coverage:** 1 Crore students
- **Timeline:** 5 years
- **Cost:** Rs 200 Cr for weaker sections
- **Nodal Agency:** DeitY

New Scheme

IT ready workforce

IT/ITES in NE

- **Scope:** Setting up of BPO per NE State
- **Coverage:** NE States
- **Nodal Agency:** DeitY

ICT enabled growth in NE

Train Service Delivery Agents to run viable businesses delivering IT services

- **Coverage:** 3,00,000
- **Timeline:** 2 Years
- **Nodal Agency:** DeitY

Ongoing
Skilled VLEs and Viable CSCs

Telecom service providers to train rural workforce to cater to their own needs

- **Coverage:** 5,00,000
- **Timeline:** 5 Years
- **Nodal Agency:** DoT

Telecom ready workforce

Pillar 9. Early Harvest Programmes

IT platform for messages

- **Coverage: Elected representatives, All Govt employees**
- **1.36 Cr mobiles and 22 Lakh emails**
- **Mass Messaging Application developed**

Fully Operational

**Targeted
Mass
messaging
since July 14**

Government Greetings to be e-Greetings

- **Basket of e-Greetings templates available**
- **Crowd sourcing of e-Greetings thru MyGov**
- **e-Greetings Portal ready by 14 August 2014**

Fully Operational

**1st e-Greeting
from PM on
15.08.14**

Biometric attendance

- **Coverage: All Central Govt. Offices in Delhi**
- **Operational in DeitY & Initiated in Urban Development**
- **On-boarding started in other depts**
- **Procurement of devices – tender issued**

Operational

Pillar 9. Early Harvest Programmes

Wi-fi in All Universities

- **Scope: All universities on NKN**
- **400 additional Universities**
- **Cost: Rs 790 Cr**

Approval - Oct 2014
Implementation done by Dec 2015

Secure email within government

- **Phase I upgradation for 10 Lakh employees done**
- **Ph II for 50 Lakh employees by March 2015**
- **Cost: Rs 98 Cr**

Phase-II in process

Email to be primary mode of communication

Standardize government email design

- **Standardised templates under preparation**

Oct 2014
Work in Progress

Pillar 9. Early Harvest Programmes

Public WiFi hotspots

- **Coverage:** Cities with pop > 1 Mill., tourist centres
- **Nodal Agency:** DoT/ MoUD

**Digital Cities
Completed by Dec
2015**

School Books to be eBooks

- **Nodal Agency:** MHRD/ DeitY

**e-Basta launched in
Jun 2015**

SMS based weather information, disaster alerts

- **DeitY's Mobile Seva Platform ready**
- **Nodal Agency:** MoES (IMD) / MHA (NDMA)

**Operational in Dec
2014**

National Portal for Lost & Found children

- **Nodal Agency:** DeitY/ DoWCD

**Launched in Jun
2015**

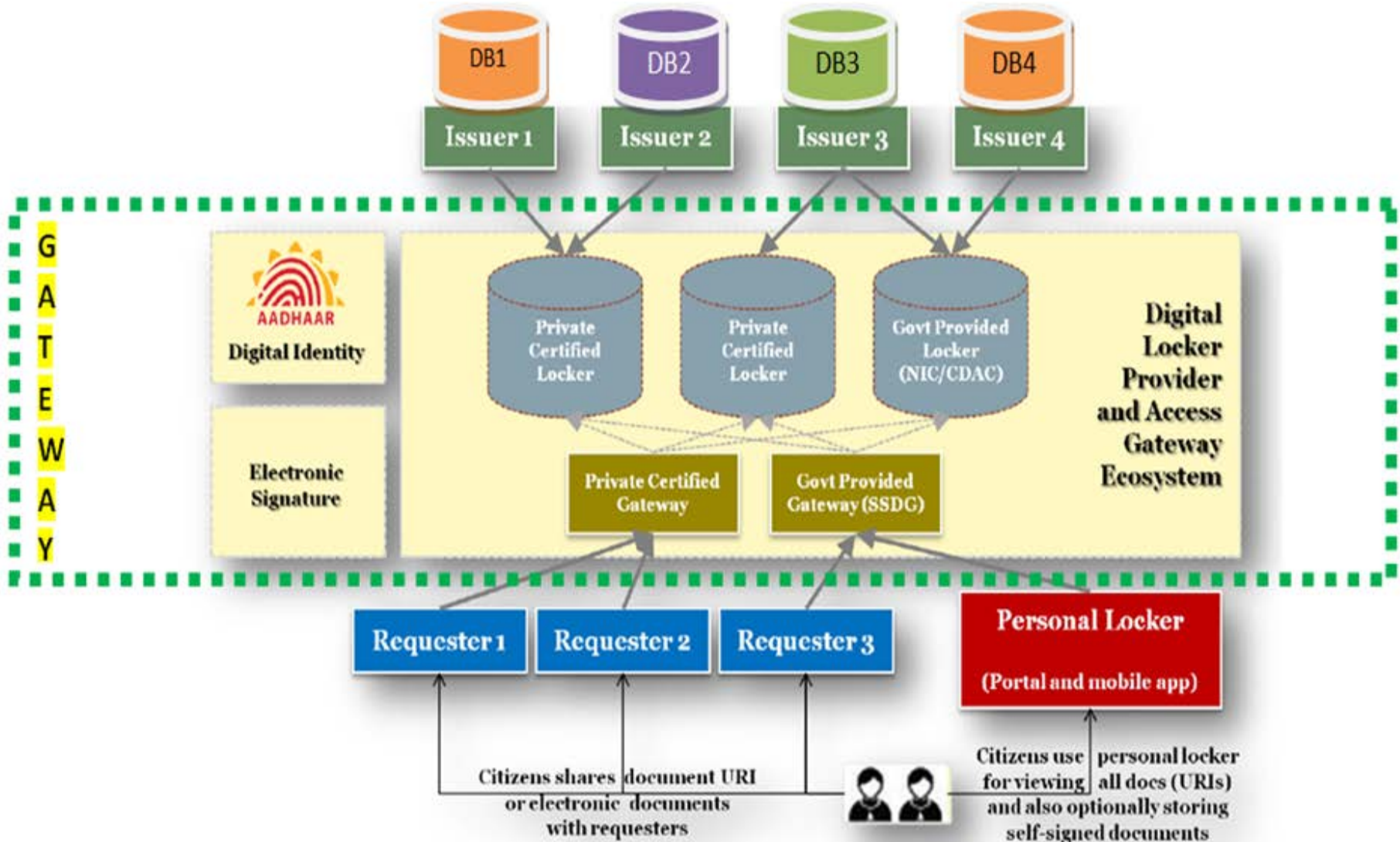
Digital India Week



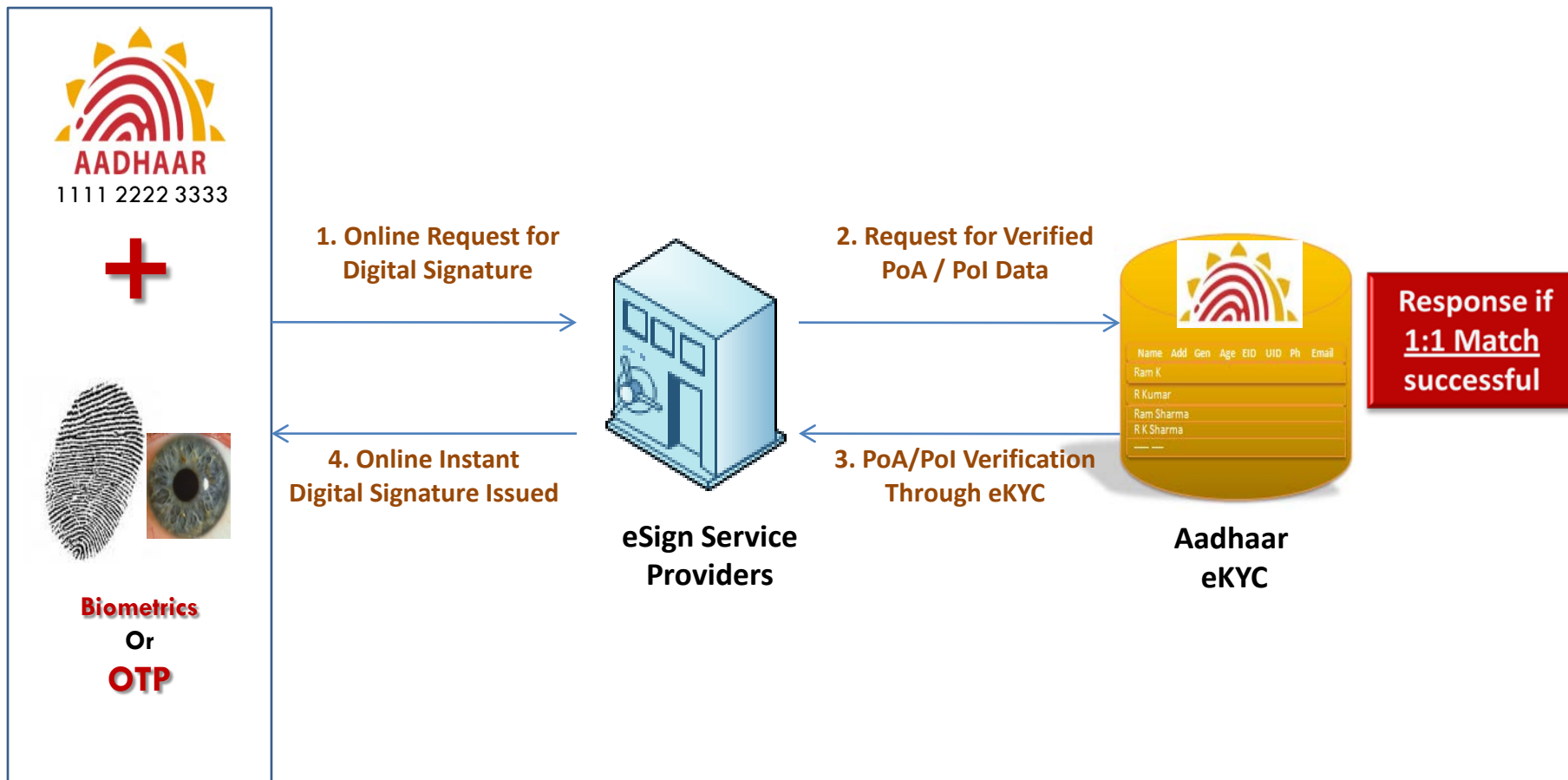
- DIW Objective: Inform, educate and engage with citizens through events at CSCs/ Post Offices, Schools, Gram Panchayats etc.
- Launched on 1st July, 2015 by Hon'ble PM. Attended by 15000+ people. Live broadcast and web-cast of DIW launch across world.
- CM/ Lt. Gov of 20 States/UTs participated at State level events
- Digital India Week events / activities conducted across all 36 States/UTs
- Investment worth Rs. 4.5 lakh Crores committed by Industry captains
- #DigitalIndia touched 1 Billion social media impressions on the launch date
- #DigitalDialogue received 391 million impressions
- DI's Online Wellness Quiz participated till date by more than 6 lakhs students

- **Launches of Products / Services**
 - Digital Locker
 - National Scholarship Portal
 - e-Hospital
 - e-Sign
 - Digitize India
- **Launches of Portals/Apps**
 - Digital India Portal and Mobile App
 - MyGov Mobile App
 - Swachh Bharat Mission App
 - Mobile Update App
- **Launch of Institutions**
 - Centre for Flexible Electronics
 - Centre of Excellence in IoT
- **Launch of books and policies**
 - Digital India Book
 - Policy document on EDF
 - Policy document on e-Governance policy initiatives under Digital India

Digital Locker Technical Specification



- eSign is envisaged to be a giant leap towards large scale adoption of digital signature and hence paperless transactions



Thank You!

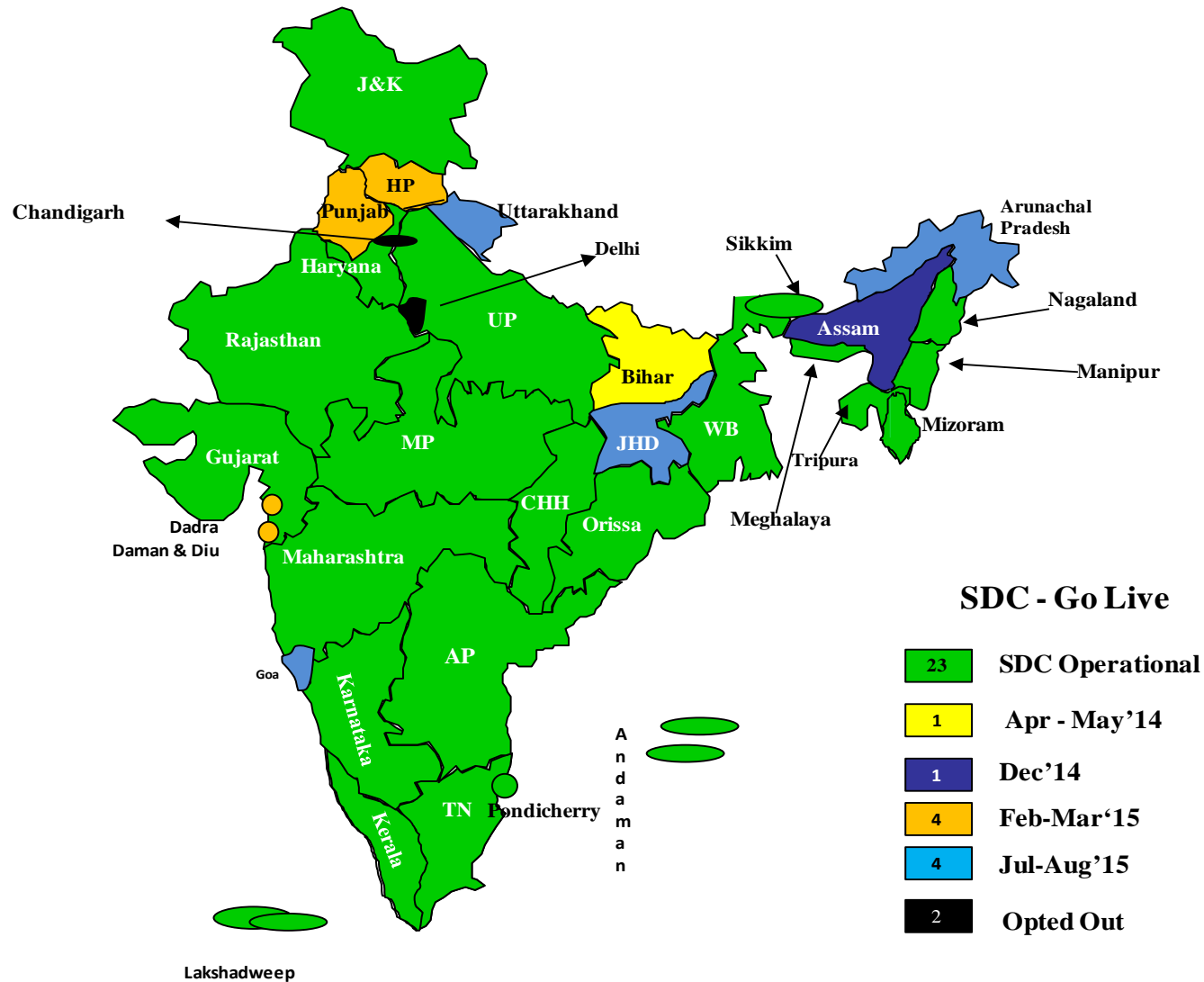
Questions? Comments?

vinay@gov.in

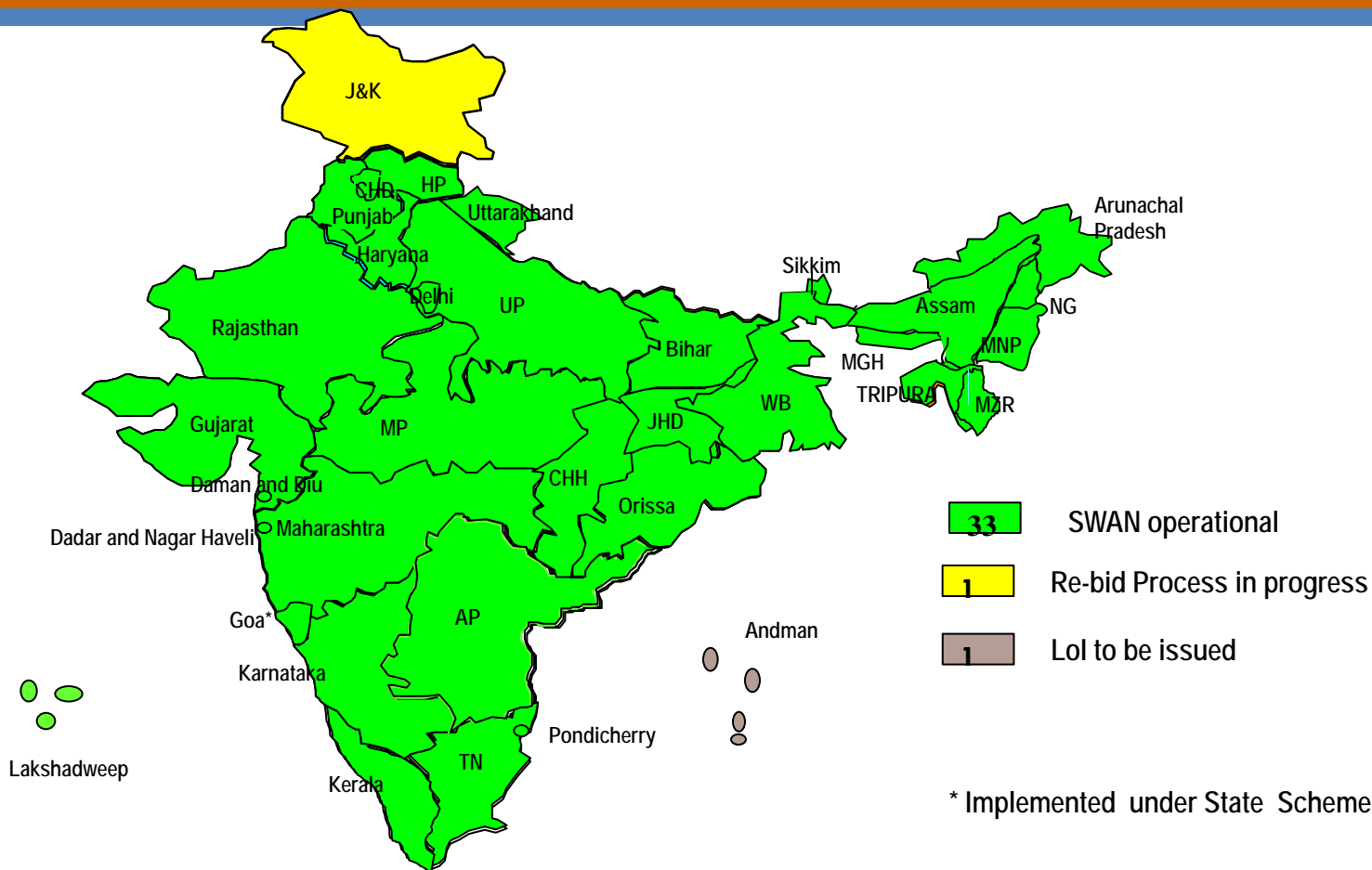
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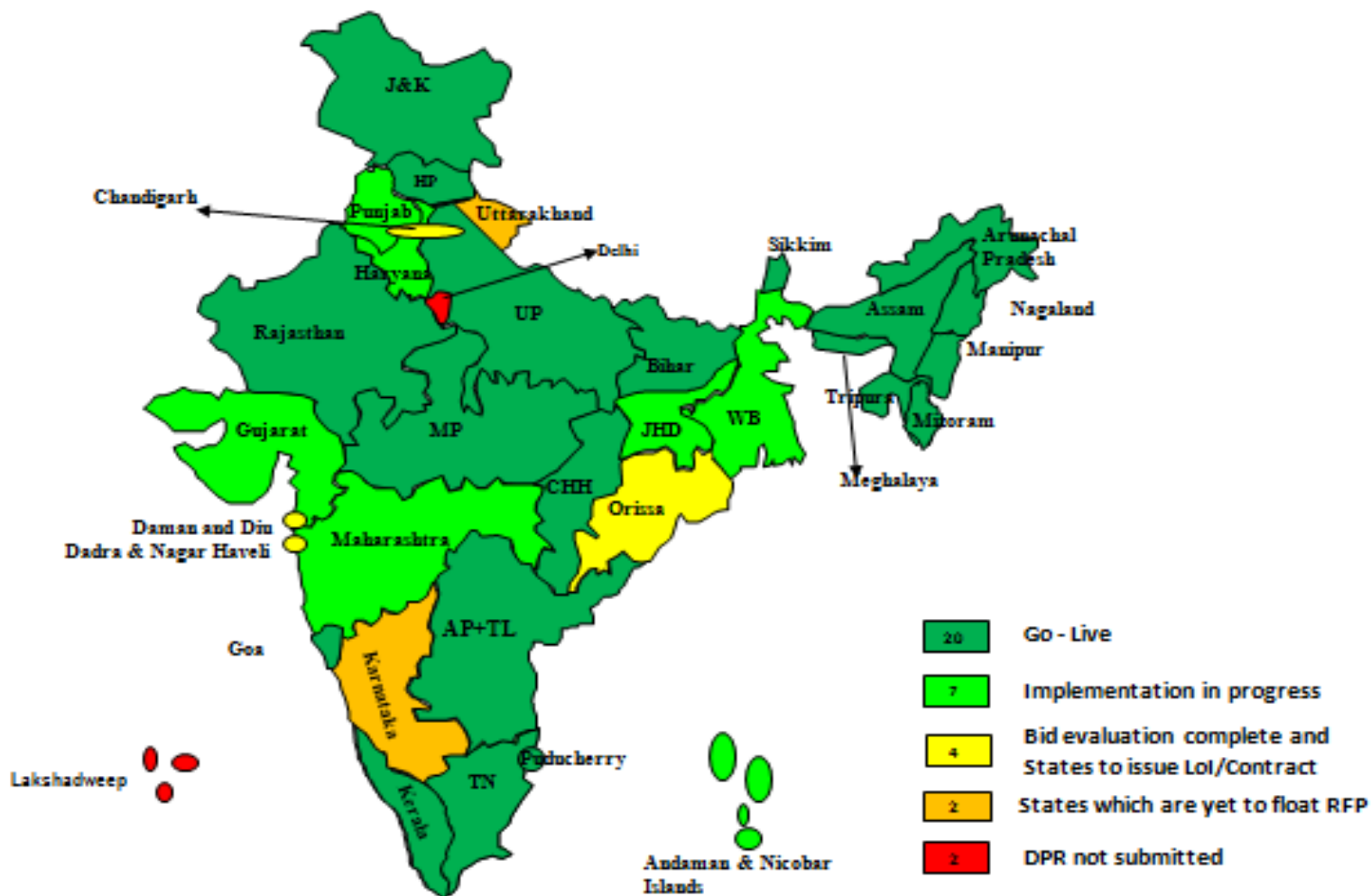
SDC Implementation Status Across India



SWAN: Implementation Status across India

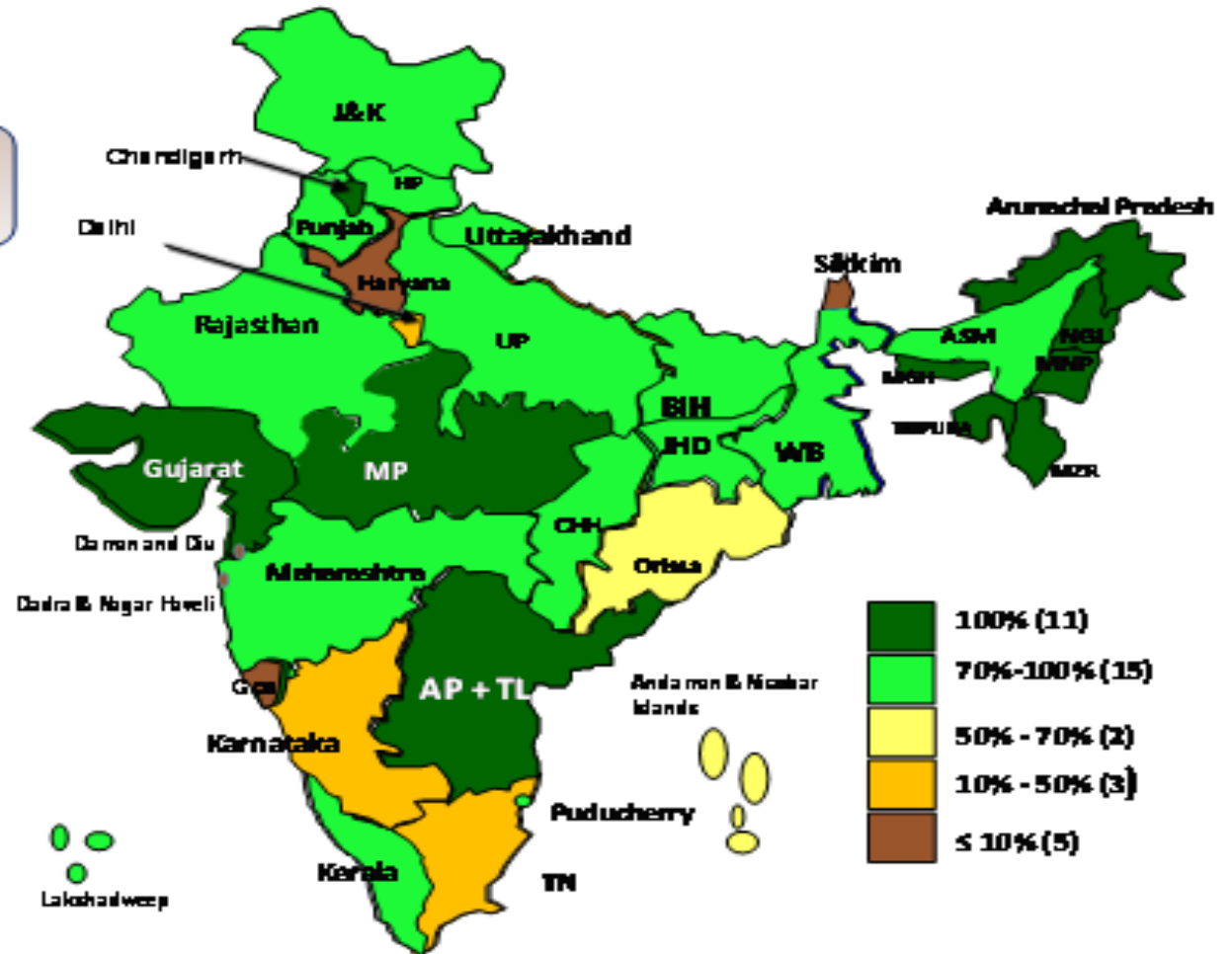


SSDG Implementation Status across India

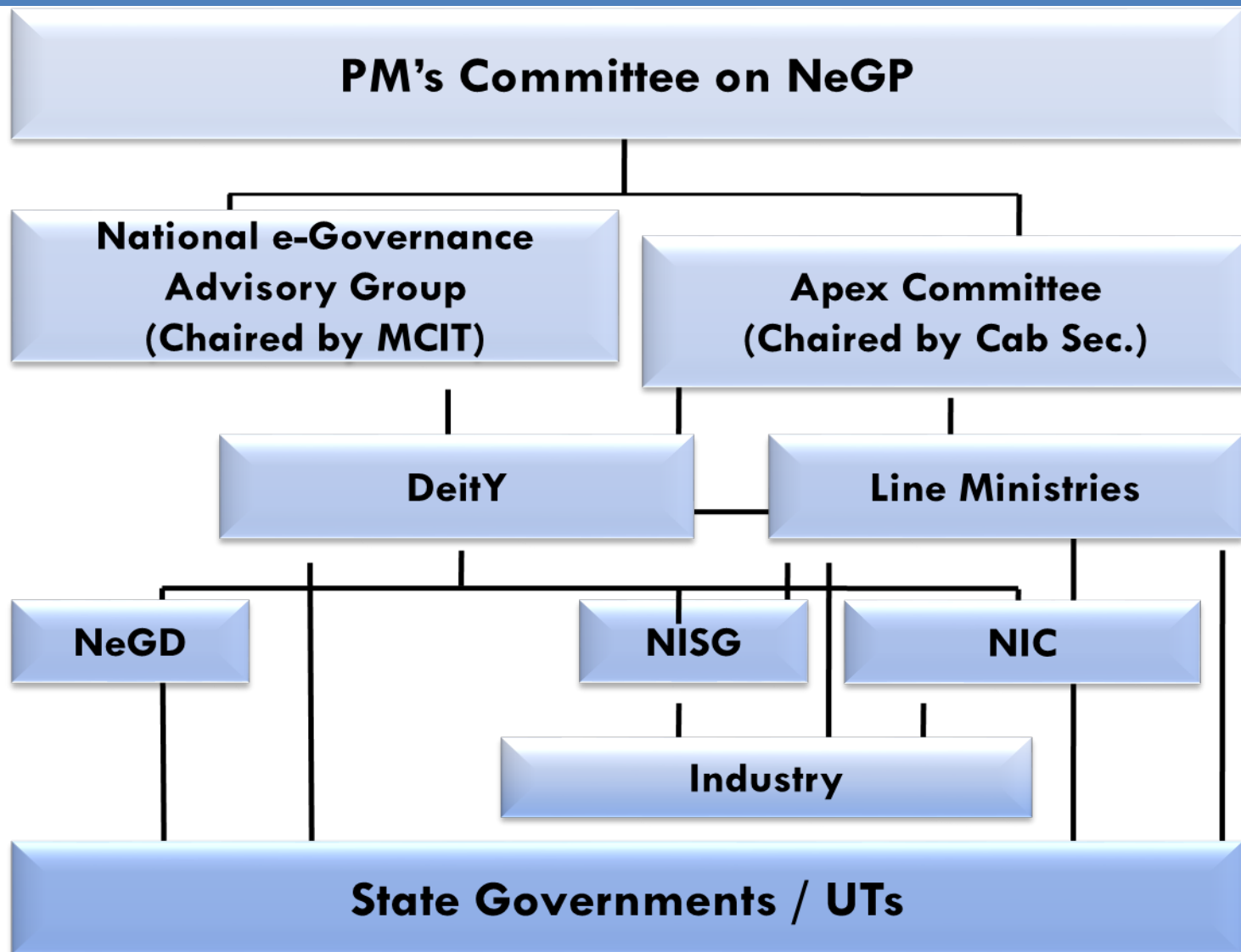


CSC: Implementation Status

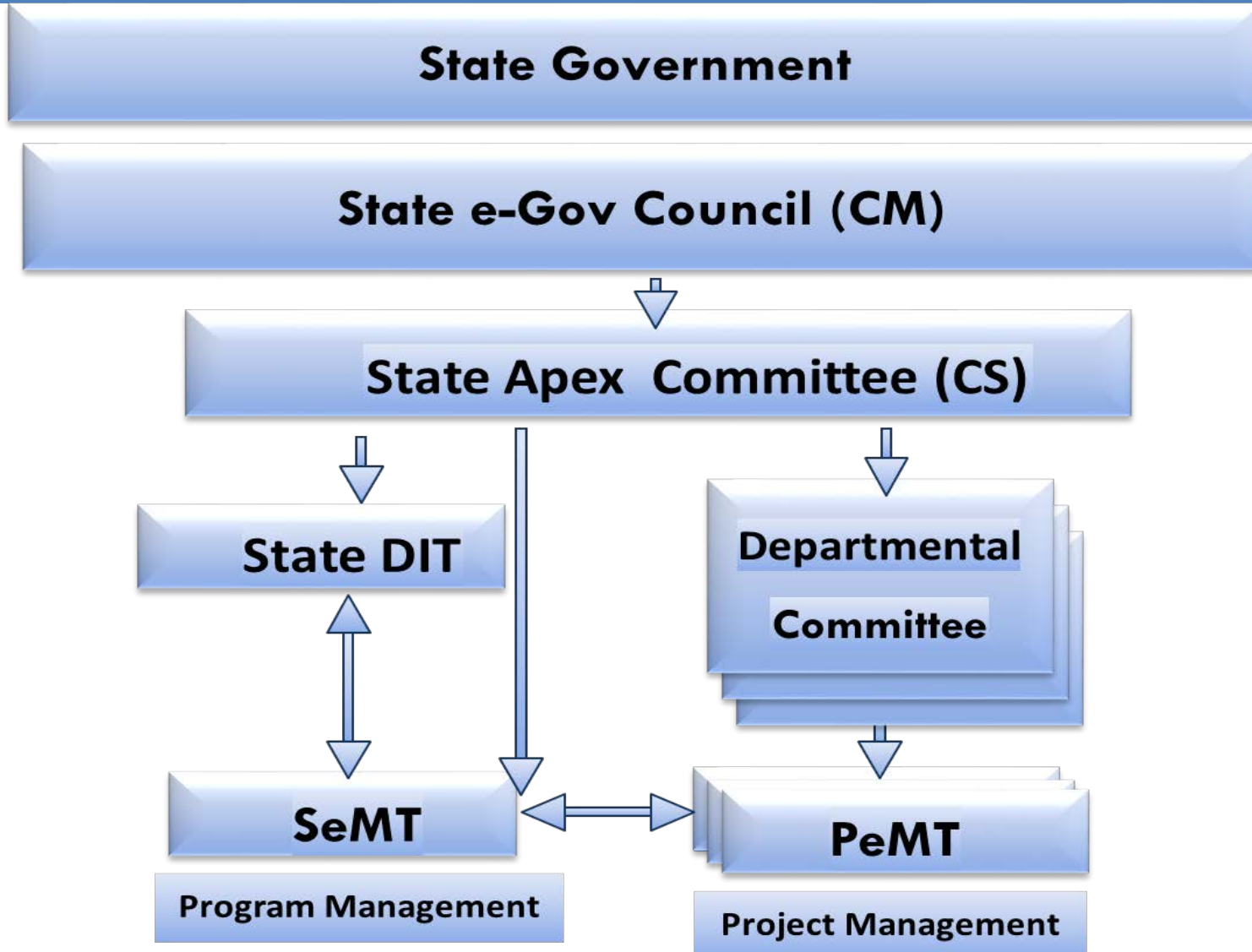
CSCs operational - 1,35,598



Institutional Framework (National)



Institutional Framework (State)



New MMPs (1/2)

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#	Dept.	Proposed MMPs	Focus Area
1	D/o Parliamentary Affairs	e-Sansad	Inclusion of ICT in functioning, practice, procedure & management of information in Parliament
2	D/o Parliamentary Affairs	e-Vidhaan	Inclusion of ICT in functioning, practice, procedure & management of information in Parliament Legislative Assemblies/Council
3	D/o Finance Services	Financial Inclusion	Delivery of financial services at affordable costs to citizens by leveraging ICT
4	M/o Road Transport & Highways	Roads and Highways Information System (RAHI)	ICT enabled integrated information system for roads & highways across country
5	M/o Rural Development	Rural Development	Portfolio of rural development services including NREGA

New MMPs (2/2)

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#	Dept.	Proposed MMPs	Focus Area
6	M/o Women & Child Dev.	Women & Child Development	ICDS, Integration with Health MMP
7	M/o Agriculture	Agriculture 2.0	ICT enablement of: Horticulture, Fisheries, Cooperation, Fertilizers, Intradepartmental & interdepartmental
8	M/o Earth Sciences	National GIS	Core platform to develop citizen centric services rollout by leveraging GIS
9	M/o Social Justice & Empowerment	Social Benefits	Registration of NGOs Disbursement of Financial grants Scholarships disbursement
10	MHA	Common IT Roadmap for Paramilitary forces	e-Services for paramilitary forces