Transforming India



Wg Cdr (Dr) A K Srinivas (Retd)

e Governance Professional

Slides- Courtesy NeGD

National e-Governance Plan (NeGP)

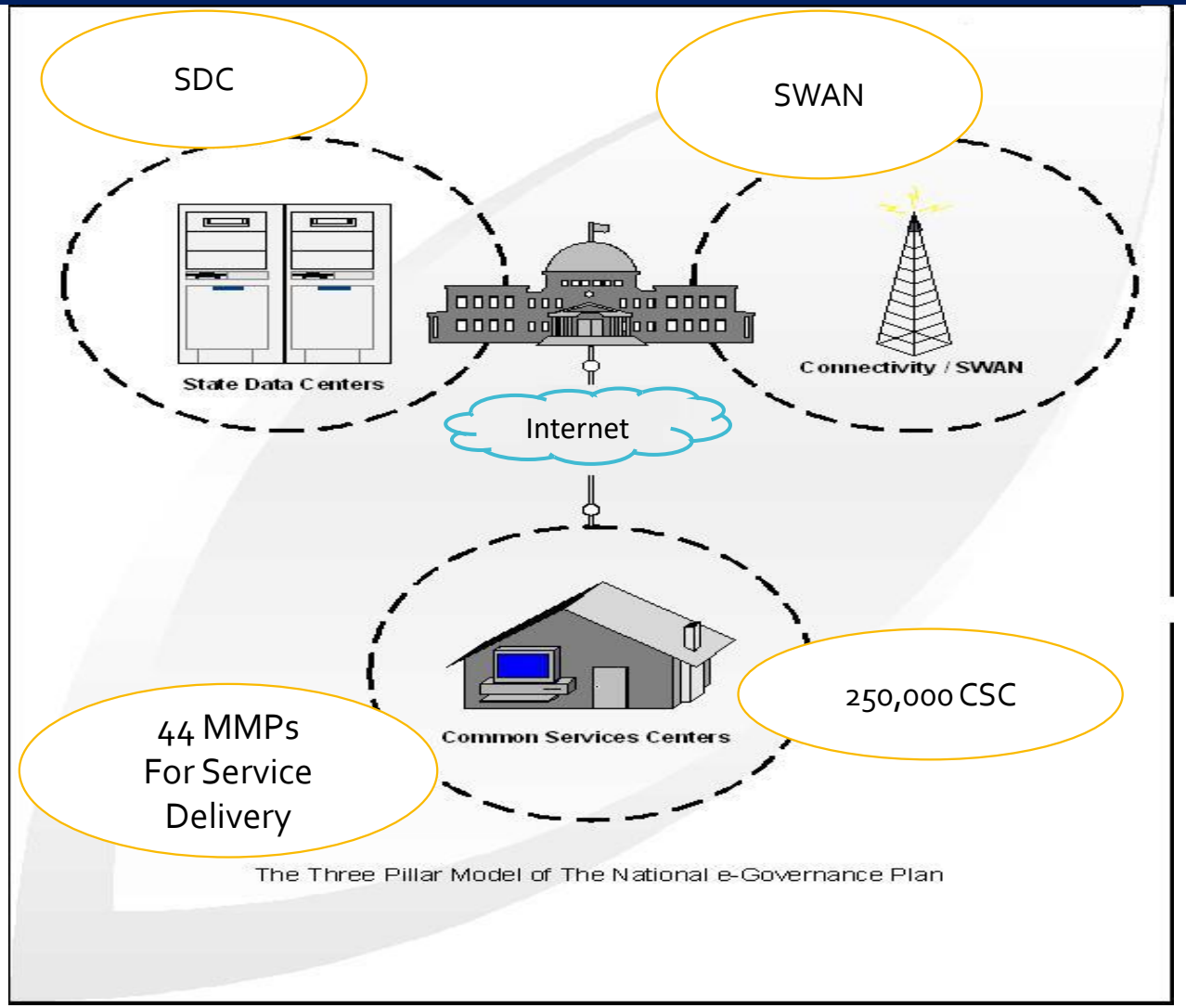
- e-Governance plan for the country
- Aims at improving delivery of Government services to citizens and businesses
- Formulated by the Department of Information Technology (DIT) and Department of Administrative Reforms & Public Grievances (DAR&PG)
- Union Government approved NeGP in May, 2006

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

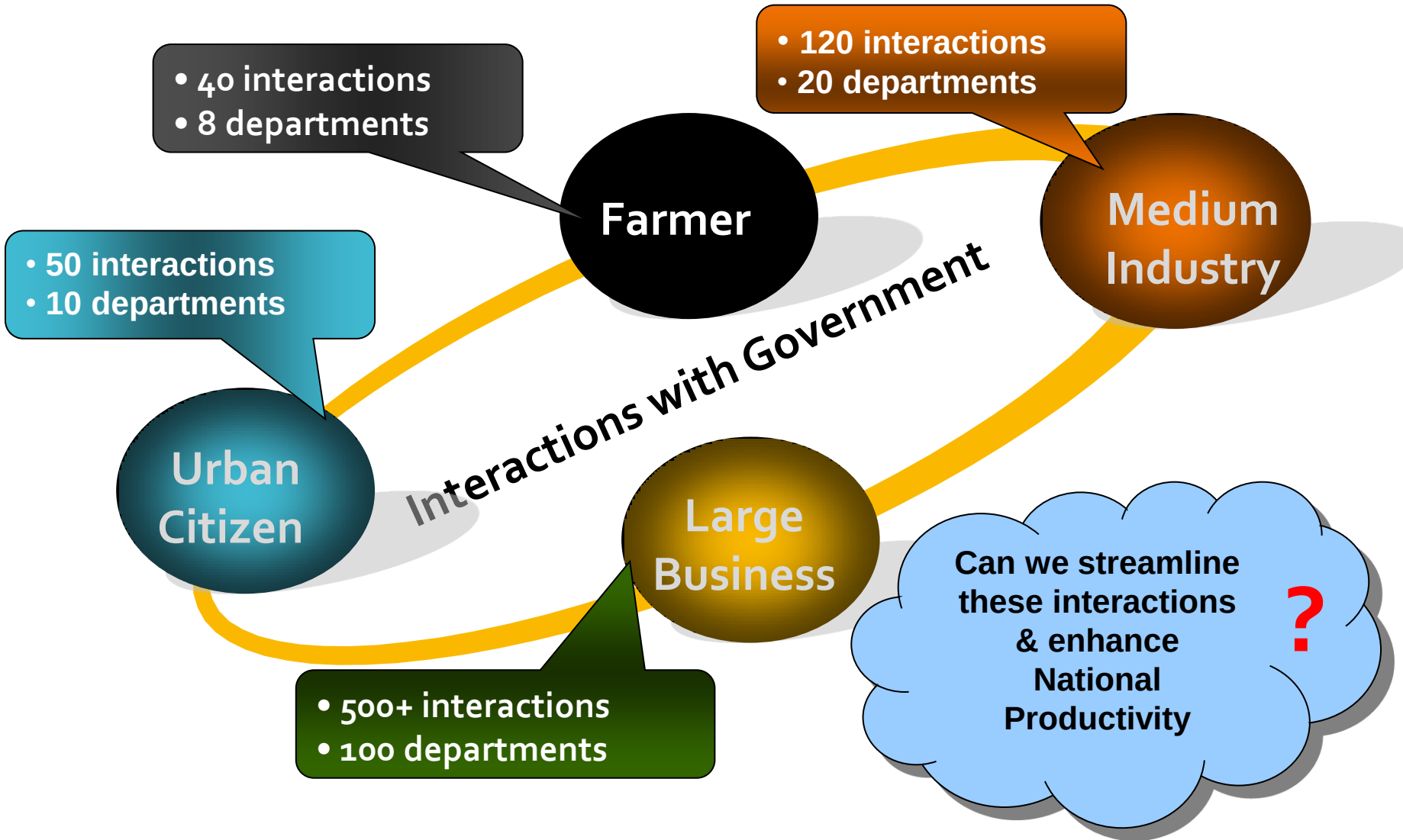
"A programme to transform India into a digitally empowered society and knowledge economy"

Why is this required

What is e Governance and e Government ?

What is the problem statement today with our Governance ?

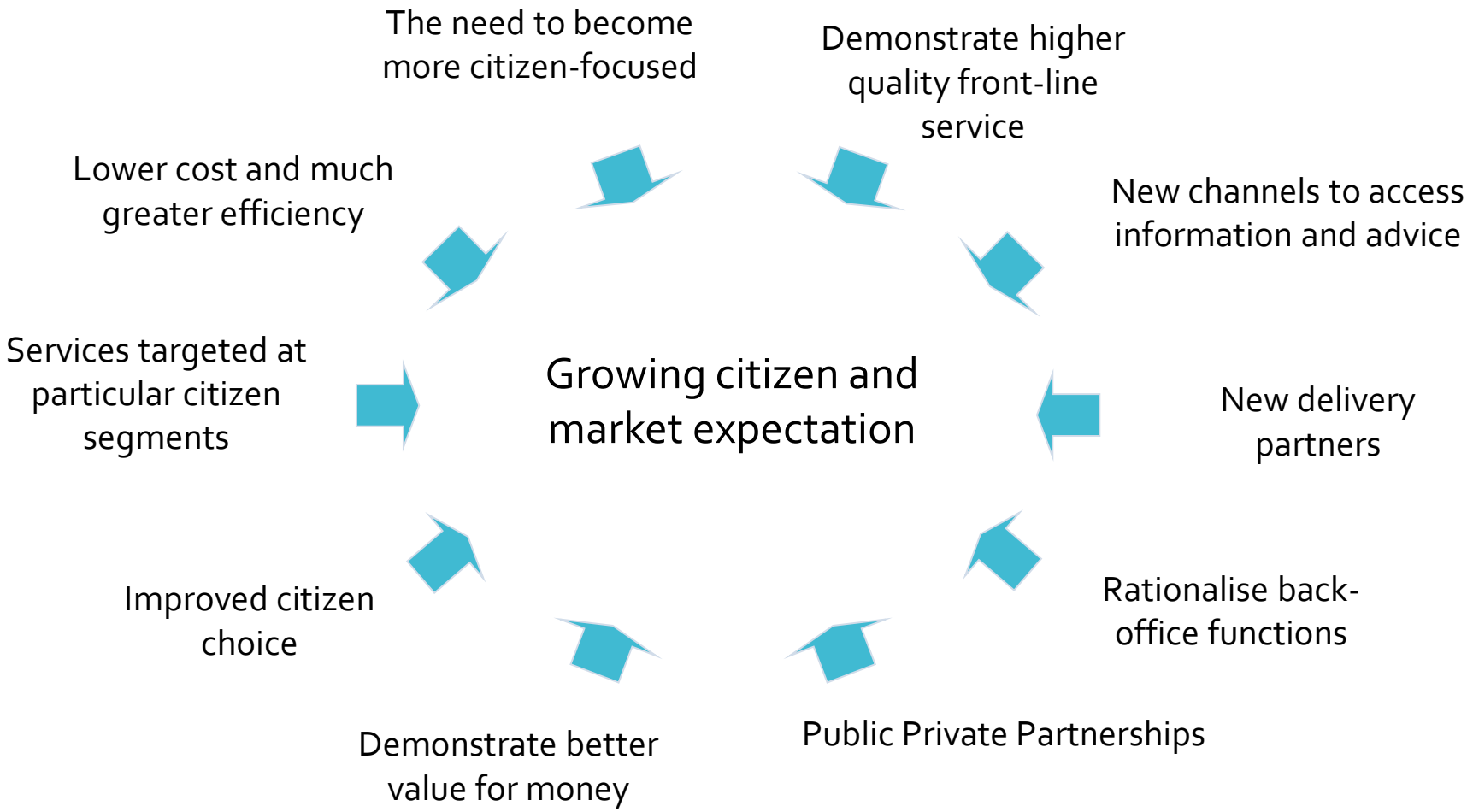
The Issue


• 40 interactions
• 8 departments
• 120 interactions
• 20 departments
Farmer
Medium Industry
• 50 interactions
• 10 departments
Urban Citizen
Interactions with Government
Large Business
• 500+ interactions
• 100 departments
Can we streamline these interactions & enhance National Productivity
?





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

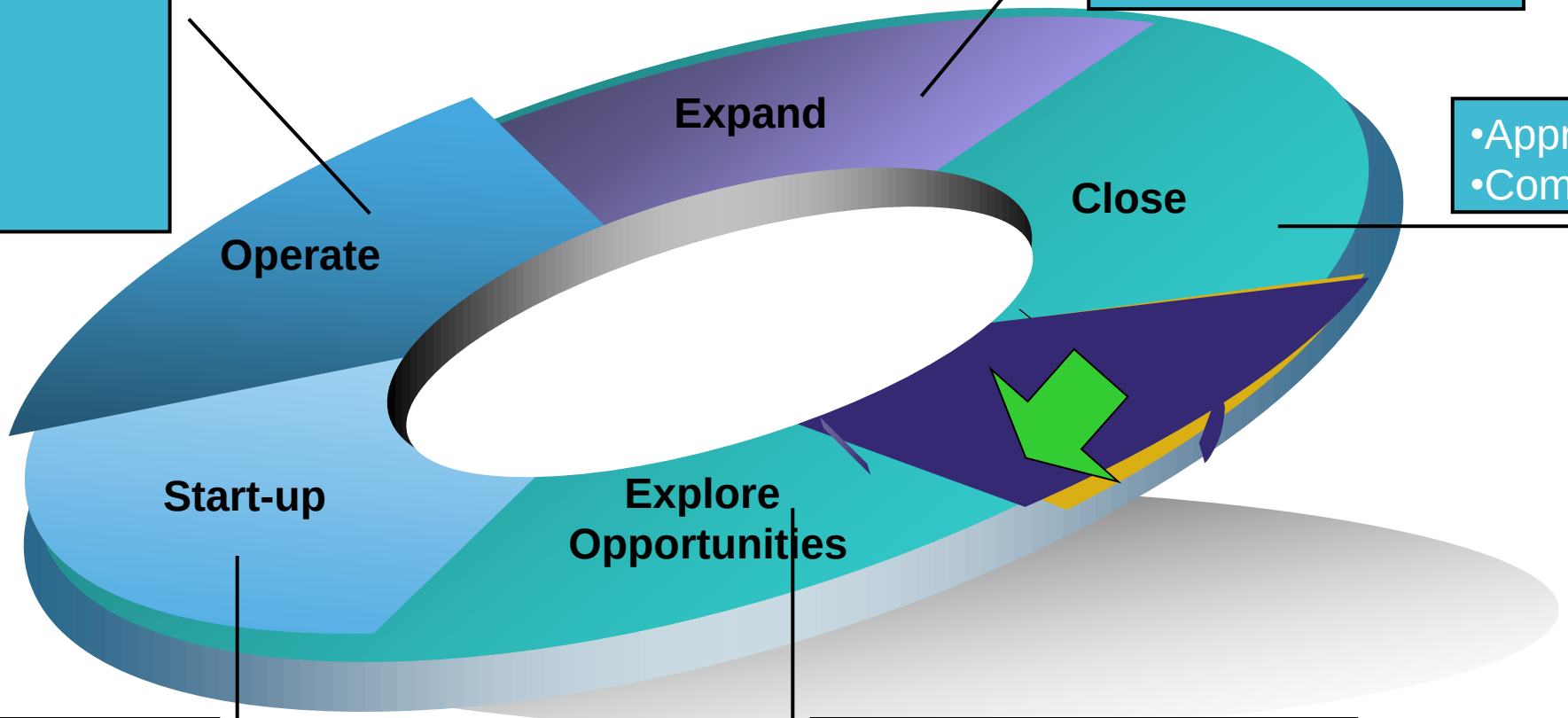
but about ***transforming*** processes !

Examples of G2C Services



... from cradle to grave

Examples of G2B Services



- Approvals
- Permissions

- Approvals
- Compliance

- Returns
- Taxes
- Permits
- Compliance

- Approvals
- Permissions
- Registrations

- Project Profiles
- Infrastructure
- State Support
- Supplies to Govt

Examples of G2G Services

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



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

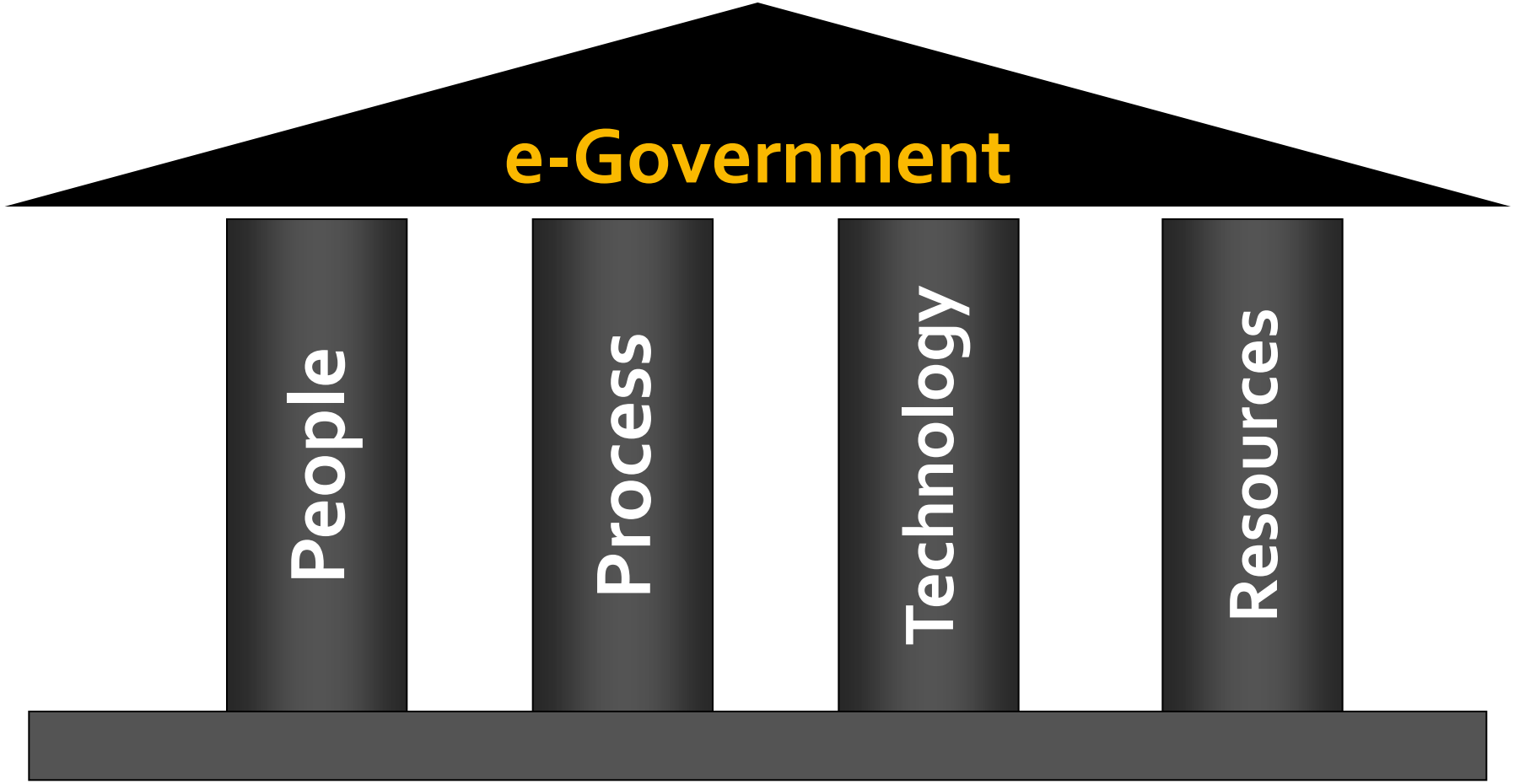


- Productivity
- Performance Mgt.
- Budget
- Treasuries
- Planning
- e-Assembly



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

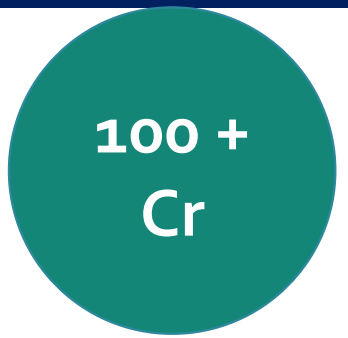
Changing Digital Profile of India



Aadhaar



Mobile



Bank Accounts



Internet Users



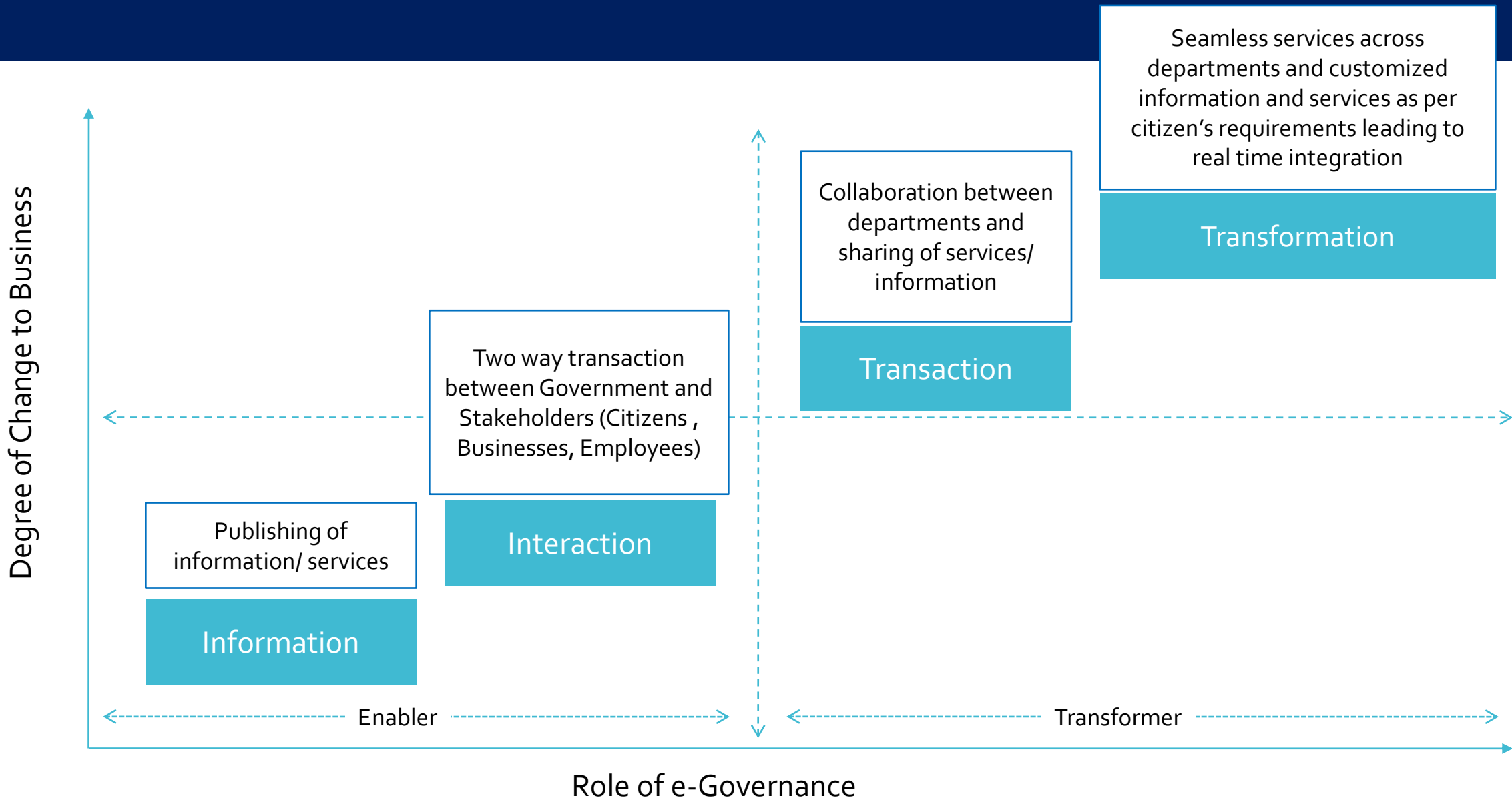
Smartphones



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	Cumul. Target for 2022: 6,00,000 Villages
Pillar 2: Universal Mobile Connectivity	Mobile Connectivity to remaining 55,669 Villages
Pillar 3: Internet Access Programme	250,000 CSCs and 150,000 Post Offices
Pillar 4: Reforming Government Through IT	e-Office and Automated Grievance Redressal
Pillar 5: e-Kranti	Revamping of Mission Mode Projects
Pillar 6: Information for All	Online Hosting of Info + Messaging + MyGov
Pillar 7: Electronics Manufacturing	Net Zero Import by 2020
Pillar 8: IT for Jobs	Training 1 Cr People + BPO in NE+ 5 lakh in Telecom
Pillar 9: Early Harvest Programmes	Secure Email, Biometric Attendance, SMS Alerts

Digital Services

Seamlessly integrated across departments or jurisdictions

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

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

All citizen entitlements to be available **on the cloud**

Making all **transactions electronic**

Leveraging **GIS & Analytics** *for Decision Support*

AADHAAR

- 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

BHIM

- 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

Digital EMPLOYMENT



- 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

CSC

- **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

mKisan

- 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**

eNAM

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

डिजिटल साक्षरता अभियान

- **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

MyGov मेरी सरकार

- 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

DigiLocker

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

National Scholarship Portal

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

GeM

Government e Marketplace

- 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

Aadhaar

Mobile







Cashless

Contactless

Paperless

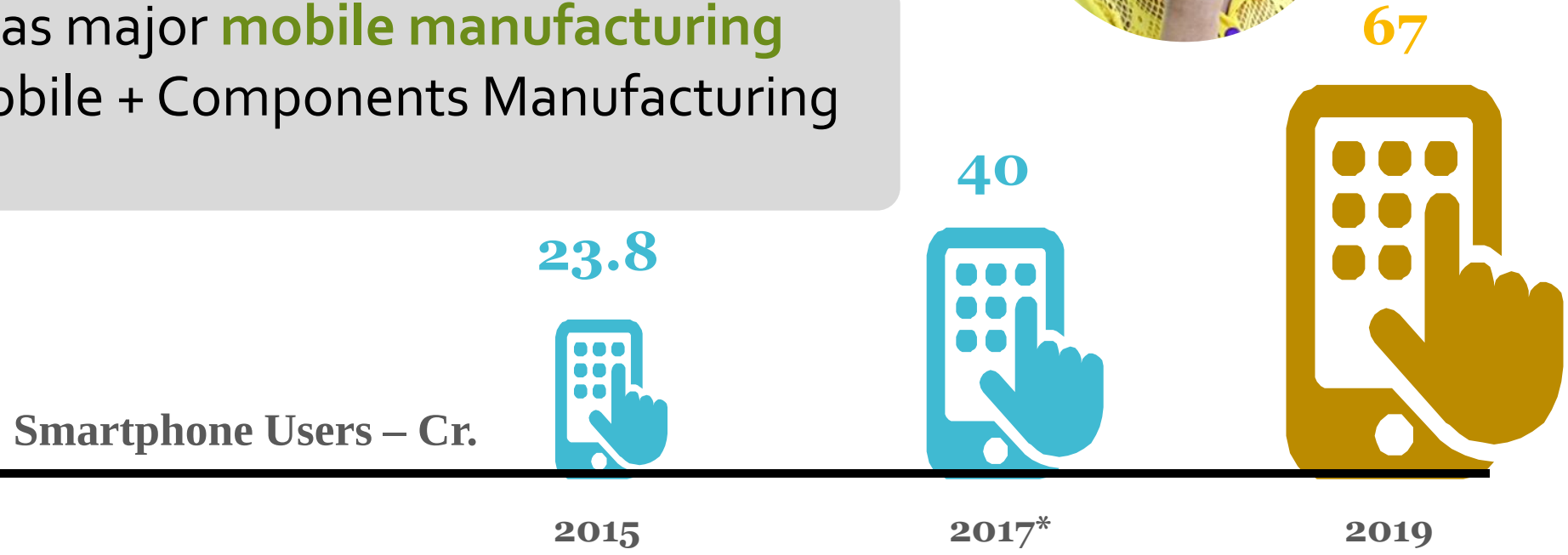
Mobile

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





Source : CISCO forecast

Universal Digital Identity: Aadhaar Expanded

WORLD'S LARGEST BIOMETRIC DATABASE

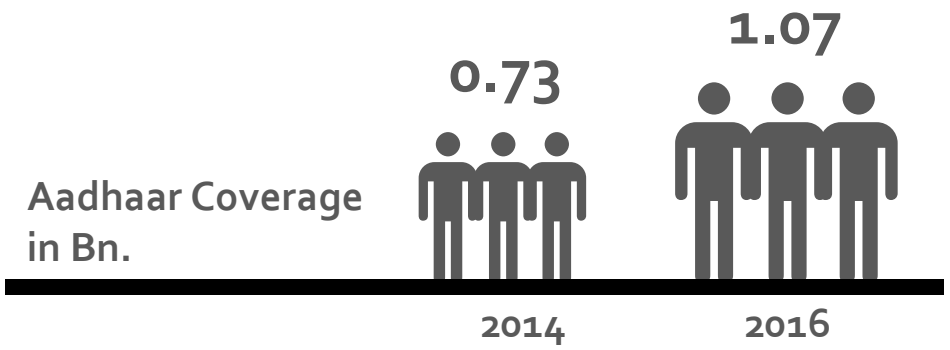


117 Cr. biometric identities issued &1 + 1 Cr added every month

Adult population coverage: **~ 99.9%**

1019.6 Cr. eAuthentication

Target : Universal Coverage



Digital Payments





AePS
AADHAAR ENABLED PAYMENT SYSTEM

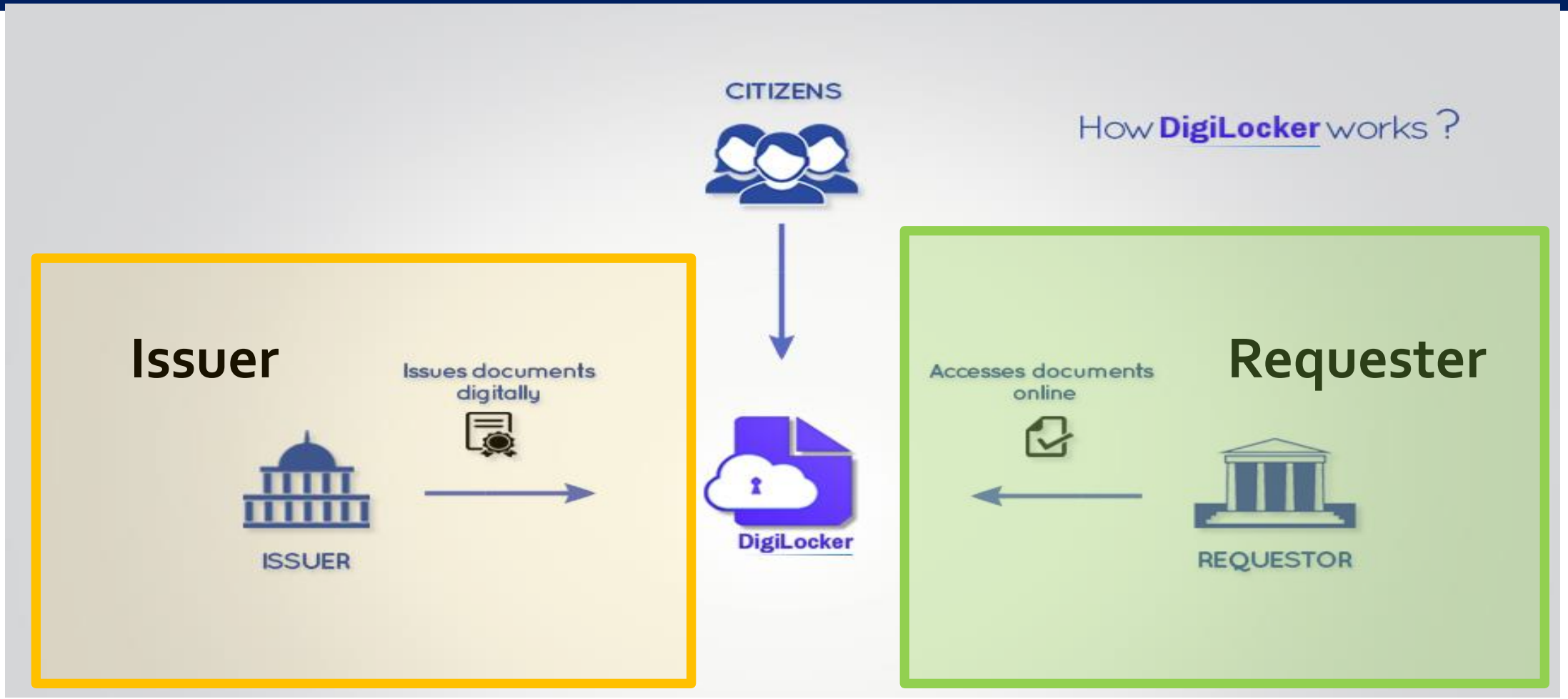




- ✓ Nearly 40 times increase in transactions on UPI since November, 2016
- ✓ 1.72 crore downloads of BHIM
- ✓ More than 1.82 lakh transactions on BHIM per day

DigiLocker

Your documents anytime, anywhere



Unique Digital Signature: eSign

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

INDIA'S OWN DIGITAL SIGNATURE TECHNOLOGY

- 283 Lakhs e-Signs
- ₹ 4 /signature. Cost reducing
- Legally tenable; recognized in IT Act
- Ecosytem growing



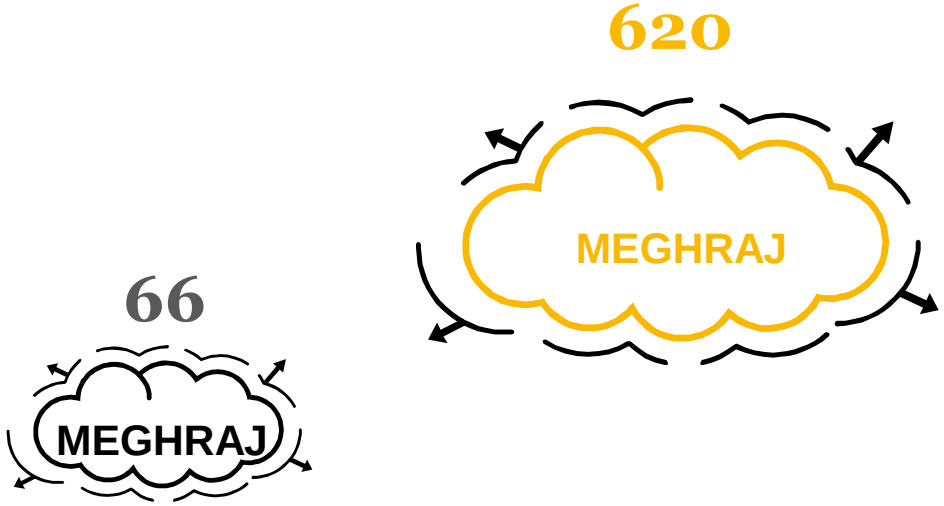
Meghraj

ANYTIME, ANYWHERE – VIRTUAL DATA CENTRE



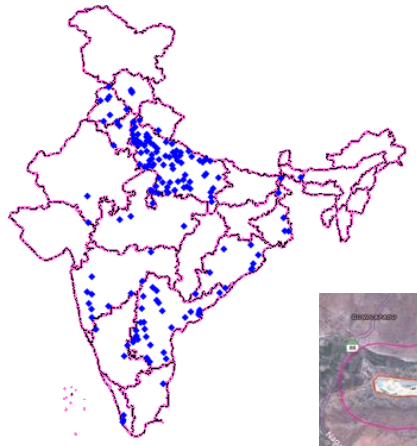
- **Cloud First** Policy
- **8,100 VMs**
- **11 Cloud Service Providers** empanelled
- **Ready to use** scalable infrastructure
- Major Applications - **Land Records, GeM, e-Office, e-Hospital, Jeevan Pramaan, MyGov**

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: 24Central + 11 States GIS appl.

6 NIC Applications

1:50,000 scale





May, 2014

Sep, 2017

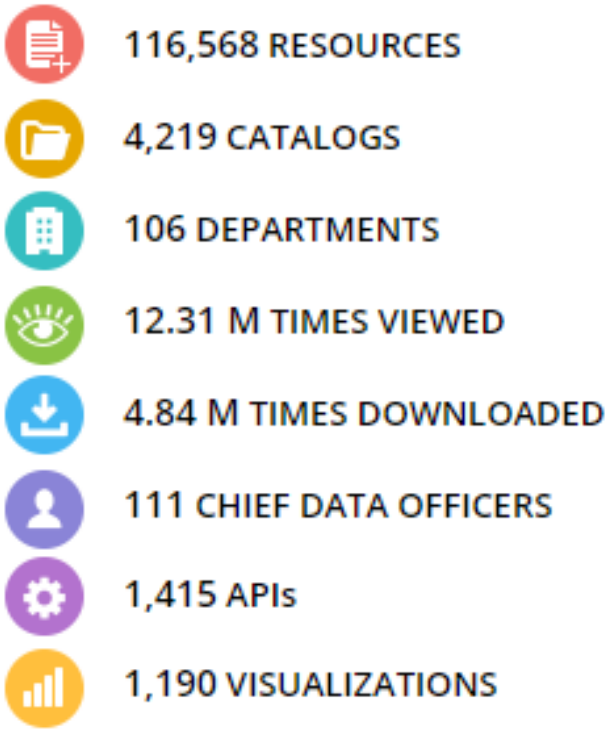
Target : GIS based decision making

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)

15	Providing Services
16	Providing services partially
5	Under Implementation
1	Design & Development
7	At Scoping Stage

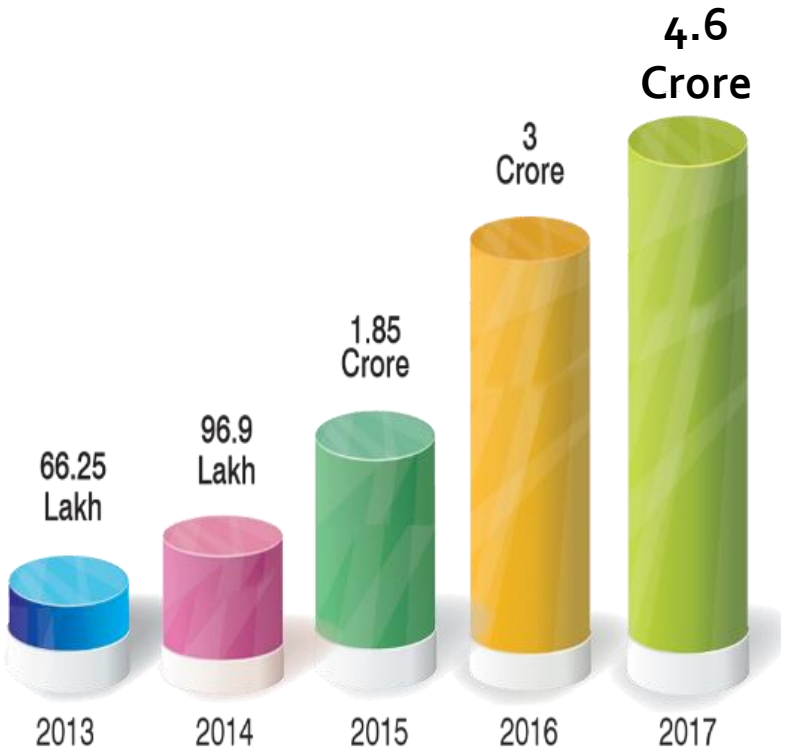
Avg >7 Cr e-Transactions /per day
(28 Feb 2018)

State -17, Central -16, Integrated - 11

Growth in Services Transactions

eTaal

Growth in e-Governance Transactions per Day



Top States (Txn per 1000 people)

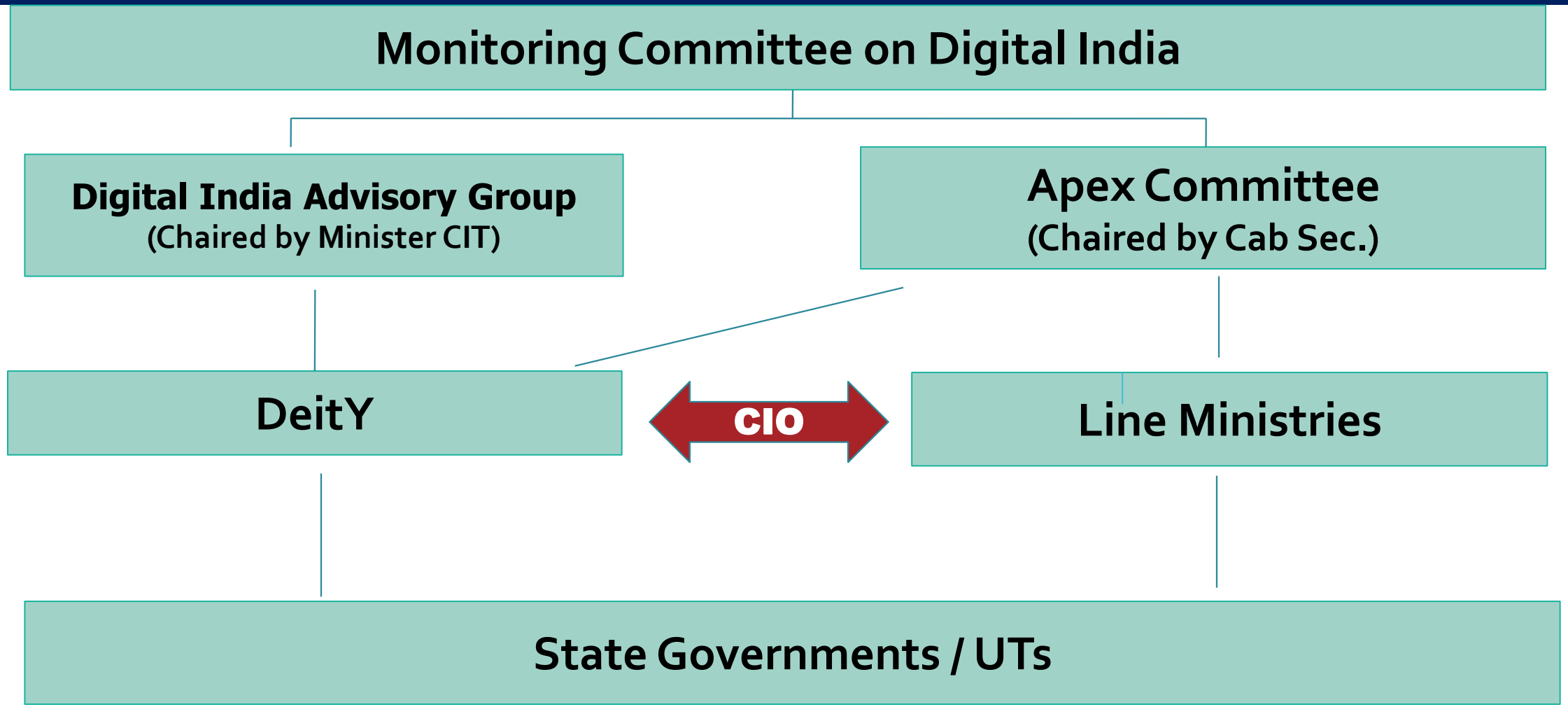
- Lakshadweep
- Telangana
- Andhra Pradesh
- Kerala
- Gujarat

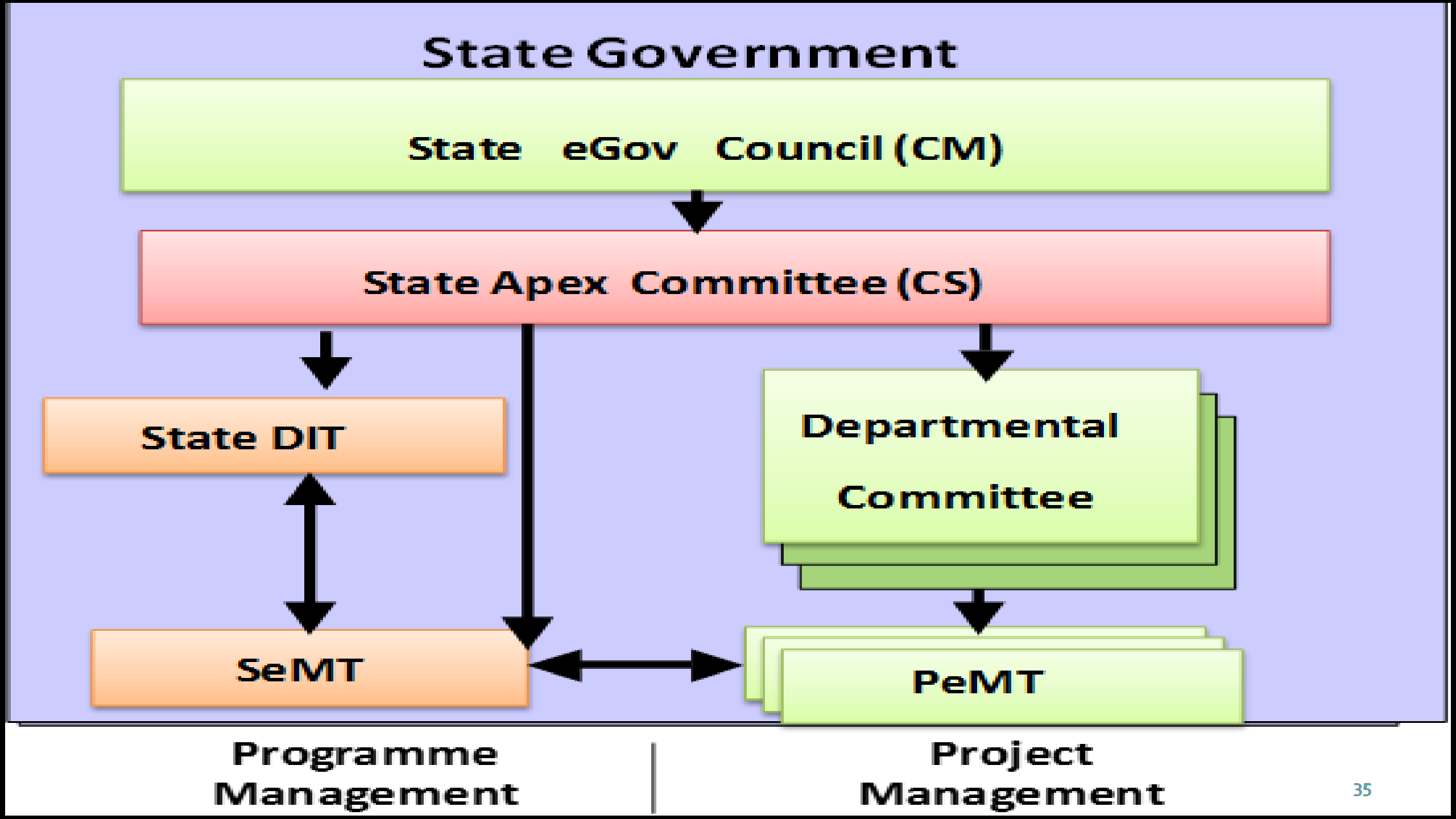
Top Ministry User

- 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