

e-Governance

..... A NEW CONCEPT !



BY:

R.K.SHARMA,IRSEE

PROF / IT

Part of the
inhumanity on the part of
Computer
is that, once it is competently
programmed and working
smoothly,
it is completely Honest.

Isaac Asimov

...e-Governance, SIR





PIGEONS

HORSE MAN

POSTMAN

E-MAIL

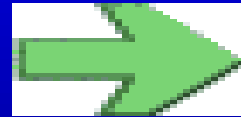
SMS/MMS

e – GOVERNANCE now....!!!!



What is e-Governance ?

IT IS MUCH MORE THAN PREPARING SOME WEBSITES..



GOVT.



CITIZEN

ANY TIME - ANY WHERE CONCEPT

e-Governance

is the use of modern ICT i.e.

Information & Communication Technologies

such as Internet, Laptops, Mobiles etc. by Government
so as to improve the

TRANSPARENCY

of GOVT. WORKING.

(UNESCO' definition of e-Governance)

e-GOVERNANCE is AIMING at

Mythological **RAM - RAJYA**



G2C

G2G

G2B

OBJECTIVE

TO IMPROVE

✓ TRANSPARENCY

✓ EFFICIENCY

✓ ACCOUNTABILITY

OF GOVT WORKING FOR CITIZEN CENTRIC SERVICES.



e-Governance means $E=MC^3$

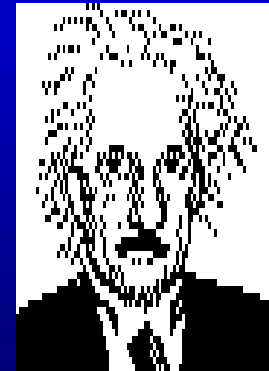
E= e-Governance,

M = Mass (people),

Ist C = Computer,

2nd C= Connectivity ,

3rd C = Content/Information



Evolutionary FIVE Stages of e-GOVERNANCE

- I. Messages through **E-MAILS**
- II. Allowing **PUBLIC ACCESS** to information through **INTERNET**
- III. Allowing **TWO WAY** communications
- IV. **On-line** **TRANSACTIONS**
- V. **Digital DEMOCRACY**(e-voting)

National e-Governance Plan



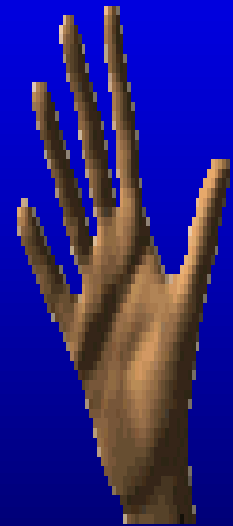
The Government approved the National e-Governance Plan (NeGP), comprising of **27 Mission Mode Projects (MMPs)** on **May 18, 2006** .



We are weaving a new basket of services
for people like Kunti Devi.

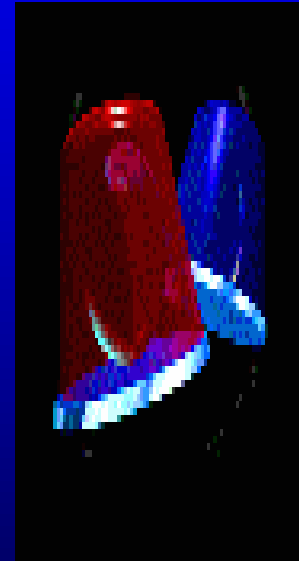
Central MMPs

- Banking
- Central Excise & Customs
- Income Tax (IT)
- Insurance
- National Citizen Database
- Passport, Immigration & Visa
- Pension
- e-OFFICE



State MMPs

- Agriculture
- Commercial Taxes
- e-District
- Employment Exchange
- Land Records
- Municipalities
- Panchayats
- Police
- Property Registration
- Road Transport
- Treasuries



Banking

- Services

• The evolution of **Core Banking Technology** in India has empowered customer providing him/her the convenience of **anytime** and **anywhere** banking in India .

- Status

- Core banking: 15000 branches

ONE INDIA – ONE ACCOUNT

- ATMs: 12000 locations

- Internet Banking: 15000

ELECTRONIC MASS PAYMENT SYSTEM



INCOME TAX



- **Services**

- 19 defined services are available online
 - e-Filing of Tax Returns Through Intermediaries , Online Submission of Forms, e-Filing of TDS Return, Online Payment of Taxes Through Select Banks, PAN/TAN Application Filing, Issue of Refunds Through Electronic Clearance System etc

- **Status**

- Comprehensive BPR for enhancements
- All India Income Tax Network (TAXNET) being created. 60 cities covered, 80% work completed in 450 cities
- National Data Center for Inter-Jurisdictional Interoperability being created – Price negotiation with System Integrator underway

e-COURTS



- **Services**
 - List of 8 services is to be provided
 - Online availability of judgments, cause list, etc .
 - e-filing of cases
 - Notices through emails provided clients email id is available
- **Status**
 - E-committee constituted to oversee implementation – Dec 2004

MMP aims to develop automated decision-support systems in 700 courts across Delhi, Bombay, Kolkata and Chennai; 900 courts across 29 State/ Union Territory capitals; and 13,000 district and subordinate courts across the Nation.

***“While the world becomes global village
E-Panchayat turns villages global***

e-Panchayat



- Priasoft (Tamil Nadu, Orissa, Chhattisgarh)
- Priasoft-Aasthi (Karnataka)
- Priasoft-ePanchayat (Andhra Pradesh)

Services covered in e-Gov. are :

- Land certificates
- Crop related information
- House Related Services
- Certificate of Birth and Death, Income and caste certificates
- Decisions of Gram Sabha
- Bill payments (Water/Electricity)
- Digitization of the Village Infrastructure on a Map

e-MUNICIPALITY

- Registration and issue of **birth and death certificate**
- Payment of property tax, Utility Bills
- **Water Supply and other Utilities**
- Grievances and suggestions
- **Building plan approvals**
- Procurement and monitoring of projects
 - **E-procurement**
 - **Project/ward works**
- **Heath program**
 - Licenses
 - Solid Waste Management



e-AGRICULTURE

- Several initiatives have been taken such as **ASHA in Assam** , **KISSAN in Kerala**, **Krishi Maratha Vahini in Karnataka**. The typical services envisaged in Agriculture include:
 - Information to farmers on fertilizers, pesticides
 - Information on crop management
 - Information on weather and marketing of agriculture produce
- DAC has adopted twin strategy in Agriculture .
- Under **AGRISNET**, funds are released to State governments proposals.
- Through the **AGMARKNET** portal, information on about 300 commodities from 2000 mandis/markets is made available. **DACNET** portal provides crop specific information.
- Ministry of Agriculture (<http://agricoop.nic.in/>)

e-POLICE

- Common Integrated Police Application (CIPA) has been implemented at 128 Police Stations of Delhi. CIPA is operational in 17 states and partially operational in 6 states.
- Police has been included in the NeGP as a response to an ever-increasing threat of terror and ascending crime graph. One of the major steps in this direction is the creation and sharing of crimes and criminal database.

ZIPNET-1994.(By Mr.Yadav,IPS)



e-ROAD TRANSPORT

- Services

- Vehicle Registration
- Driving Licences

- Status

SARATHI (Driving licence) : Rollout under implementation in 9 states

VAHAN (Vehicle Registration): Rollout under implementation in 16 states

India Portal



**Officially Internet was Launched in
Year 1995, 15 August in INDIA.**

DIRECTORY OF
OFFICIAL WEB-SITES
OF GOVT OF INDIA

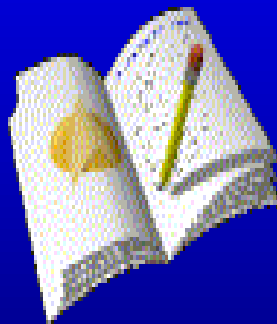


HOW DO I ?



e-POST

(BRIDGING THE DIGITAL DIVIDE)



results.gov.in



e-Governance

Projects

Successful Stories

Government@24/7



Bhoomi(Karnataka)

Karnataka started **Bhoomi** in mid-1998 as a major initiative **to computerize land records** to ensure more land records safe from manipulation and **roll-back the rampant cases of corruption**. The existing 20 million land records of 6.7 million land owners in 29220 villages of Karnataka have been computerised. (Biometric authentication, Role of VA eliminated etc.)

www.revedept-01.kar.nic.in/Bhoomi/Importance.htm



Jagat Yadav would have turned landless,
if he had not ready and easy
access to his land records.

Feedback Report on Bhoomi

- Ease of Use: 78% of users who used both systems found Bhoomi much simpler.
- Complexity of Procedures: 80% did not have to meet any one other than at kiosk: In manual 61% met 2-4 officials.
- Corruption: 66% paid bribes very often vs 3% in Bhoomi
- Staff behavior: Bhoomi Good (84%) vs manual Average (63%)

Akshaya

- As part of Kerala's ambitious e-literacy campaign, 565 **Akshaya e-Centers** set up in Mamalpuram distt. of Kerala.
- These centers provide **e-literacy to one member from every household through 15 hour course (10 shifts of 90 mts. Each)**
- All Akshaya e Centres have Internet connectivity and networked with a centralized operating center.
- Housewives attended in AN, men in Evening & Riksha-puller in Night shift after 11PM.
- **In 2003, Chamravattom became First village in India to have 100% IT literacy.**
- www.akshaya.net/proj.htm

e-SEWA (AP Project)

- 66 eSeva centres opened.
- All service counters have electronic queuing system.
- 'One-stop-shop' for over 150 services.
- **Payment of Utilities Bills, Certificates, Transport Department Services**



eSeva
centre



CARD PROJECT – A.P.

- **CARD** (*Computerized Aided Administration of Registration*) aims at replacing antiquated procedure of registration system in the country.
- Conventional registration process is complex, time consuming and involves **13 steps** involving multiple agencies.
- Idea originated in 1988 while computerizing issuing of Incumberence certificates.
- **Objectives**
 1. *De-mystifying the registration process*
 2. *Bringing in transparency, speed and efficiency*
 3. *Ease of preservation of documents*

Sachivalaya Vahini : E-Governance in Secretariat(KARNATKA)

- **Patra** –Letter Monitoring System (LMS):**GREEN/YELLOW/RED: 3 lakh letters being monitored.**
- **Kadatha** – File Monitoring System (FMS)
- **Mokaddame** – Court Case Monitoring System (CCMS)
- **Aayayaya** – Budget Monitoring System (BMS)
- **Sibbandi** – Personnel Information System (PIS)- Service records of 3000 staff on PC.



Gyandoot (MP)

- Gyandoot aimed at establishing 21 Rural Cybercafe(Soochnalaya) and each café providing service to 30 villages.
- Soochnalaya offered range of services like :
Prices of crops by paying Rs. 5/-,Land related documents to obtain bank loans by paying Rs. 15/-, Income Certificate; Domicile Certificate; Caste Certificate(given in 10 days).
- Travel to tehsil/govt. offices to obtain land records saved .
- Also provide platform to lodge complaint against corrupt govt. officilas.(E.g. teachers started getting honourarium not paid earlier)
- Local traders avoided (Potatoes sold at Rs. 400 per quintal now as against Rs. 300 earlier)

e-Governance Initiatives (GUJARAT STATE)

- **SWAGAT Online**
(State Wide Attention on Grievances through Application of Technology)
- **E –City** (Ahmedabad-First MC in India)
- **E-Ration Card**

E-Governance in USA

- Introduced by the President George W Bush in USA in the year 2001.
- CONCEPT of **'THREE MOUSE CLICK'**
- Services introduced:
 - **FirstGov.gov.** (American citizens gateway to Govt information.)
 - **Volunteer.gov.** (seeking volunteers for jobs)
 - **Gov.Benefits.gov.** (Access to 400 Govt. schemes of benefit)
 - **IRS free filing.**
 - **Business.Law.gov.**
 - **GoLearn.gov.**(World'most visited e-learning site)
 - **E-clearance.** (integrated database for security clearance)

e-Governance: Way to Success

Some success stories of e-Governance

- Bhoomi Project
- RailNET
- Case of Gujarat checkpoints
- e-Governance in New Zealand

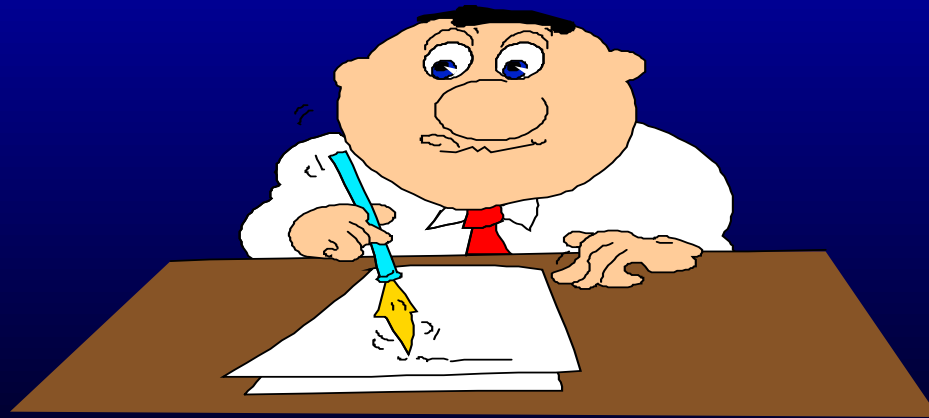
Effectiveness of e-GOVERNANCE

Example of e-Governance

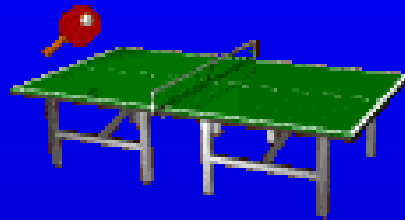
Country	Type of Government Application	Number of days to process before application	Number of days to process after application
Service center, Bahia, Brazil	Registration of 29 documents	Several days	20-30 minutes per document, one day for business licenses
Chilean Tax system on-line	Filing Taxes online	25 days	12 hours
CARD, AP, India	Valuation of Property	Few days	5 minutes
CARD, AP, India,	Land Registration	7-15 days	2-3 hours
Bhoomi, India, Karnataka	Obtaining Land Title Certificate	3-30 days	5-30 minutes
InterstateCheck Posts, Gujarat	Collect Fines for over loading	30 minutes	2 minutes
Mandal Computers, AP India	Issue of Caste Certificates	20-30 days	15 minutes
Customs Online Jamaica	Processing bill of entry	2-3 day	3-4 hours
Customs Online Philippines	Release of cargo	8 days	4 hours – 2 days to release cargo
On-line Tax, Singapore	Issue of Tax Assessments	12-18 months	3-5 months
Beijing's Business E-Park, China	Online application for 32 business services	2-3 months for business license Many visits to multiple offices for filings	10-15 days for business license Several seconds for routine filing for companies

Key People in Centre / States

- List of IT Ministers
- List of Key Persons



Challenges to e-GOVERNANCE....?



- Lack of standardization.
- Lack of Key Persons.
- Vendor driven programs -mostly...!!!
- Different Languages.
- Poverty / Illiteracy / population.
- Reinventing the Wheel ..REPETITIONS!

**Application of e-Governance
in
Railway System**

Indian Railways

RAILNET

&

RAILTEL

www.indianrailways.gov.in

www.indianrail.gov.in

railwayemployee.com

90paisa.blogspot.com

rrewa.org



USEFUL SITES

E-Governance in Railways



- Rail-net & Rail-tel
- PRS
- E-Ticketing/i -Ticketing
- CMS (CREW MANAGEMENT SYSTEM)
- ICMS (Integrated Coach management System)
- PRS (Passenger Reservation System)
- FOIS(Freight Operation information System)
- TMS(Train Management System)
- RFID(Radio Frequency Identification)

■ *e-Governance in India is
graduating from **Pilot Mode**
to **Mission Mode** projects.*

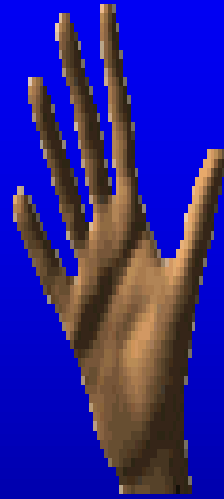
■ *Let's make it a **BIG
SUCCESS.....!!***

For Extended studies...

- negp.gov.in
- mit.gov.in
- tenders.gov.in
- cert-in.org.in
- [e-Govstandards .com](http://e-Govstandards.com)



***Woods are Lovely, Dark & Deep
But I have Many PROMISES to keep
and MILES to Go, Before I SLEEP.
and MILES I SLEEP***



Thanks