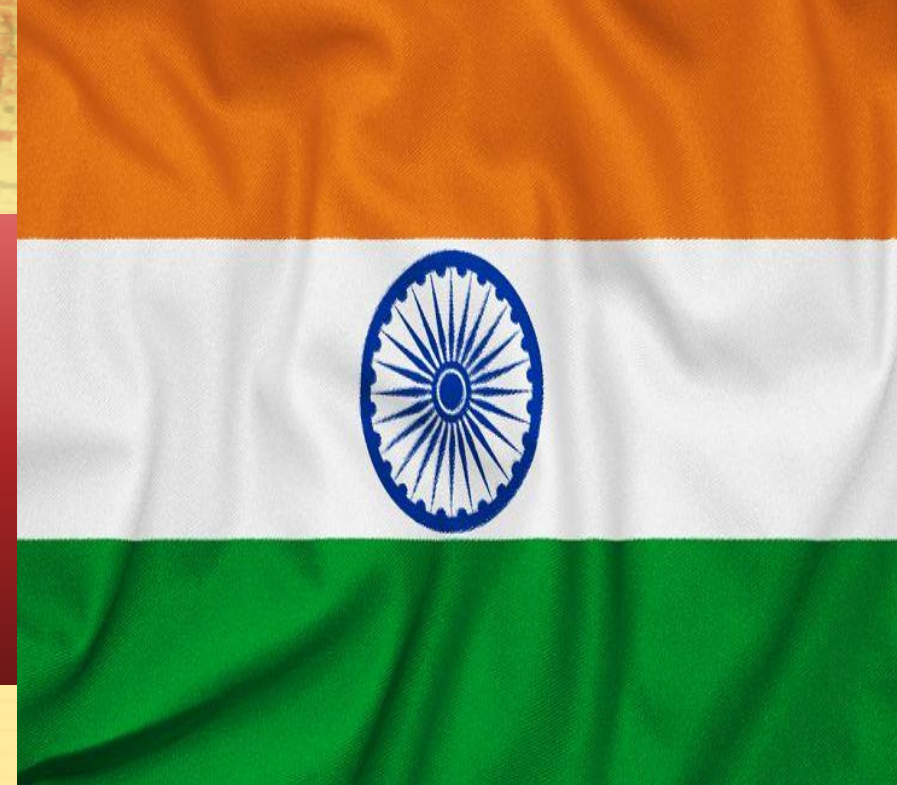


WHOLE OF GOVERNMENT



V.SRINIVAS, IAS

ASSOCHAM ROUND TABLE– JUNE 9, 2021



Whole of Government



- ✦ “Whole-of-Government,” - the movement from isolated silos in public administration to networks/ digital platforms
- ✦ Transforming the way government works for the people
- ✦ To meet the increased demand on the part of citizens for more personalized and accessible public services

Whole of Government



- ✦ The ability of agencies to work together and citizens to engage with government
- ✦ Putting e-government to the service of people
- ✦ Integrated policy approach, enabled by cohesive institutional mechanisms and modern technology,
- ✦ Lending greater legitimacy to government activities.

Whole of Government



- ✦ Leadership/ Commitment/ Vision
- ✦ Online Service Integration
- ✦ Citizen Centric Design
- ✦ Institutional Arrangements
- ✦ Infrastructure Development
- ✦ Standards/ Integration

DIGITAL INDIA



DIGITAL INDIA



✦ DIGITAL INDIA

- ✦ Campaign to transform India to a digitally empowered society and knowledge economy
- ✦ High Speed Digital Highways to Unite the Nation
- ✦ Government is open and Governance is Transparent



India's Strength: Inclusive Digital Model of Governance

✦ India's Trillion Dollar Digital Opportunity

✦ Reducing the Digital Divide

✦ Expansion of Internet Access

✦ High Speed Internet Connectivity

✦ Technology enabled interventions in :

✦ Health care
✦ Education

✦ Energy
✦ Next Generation Financial Services

✦ E-Governance
✦ Doubling Farmers income

DIGITAL TRANSFORMATION IN INDIA'S GOVERNANCE

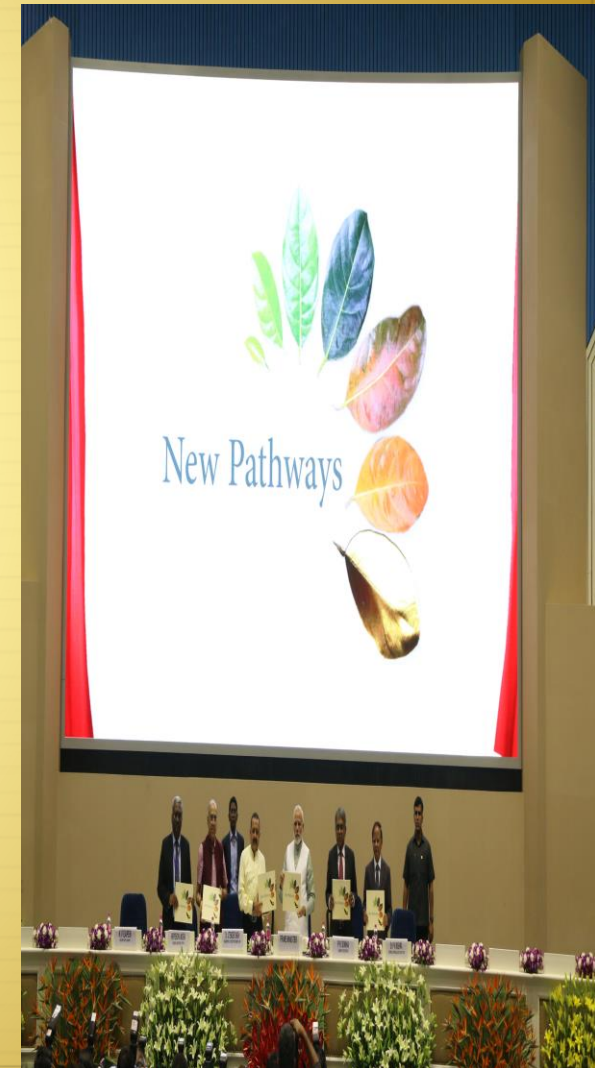
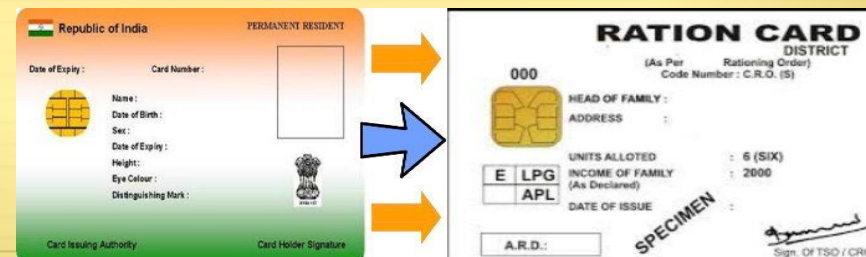
✦ Scaling Up Policy Programs

- ✦ Aadhar Cards – 1.2 billion
- ✦ E-Transactions since launch of Digital India in July 2015 – over 100 billion
- ✦ Common Service Centers – 0.31 million
- ✦ Number of Govt Services offered on UMANG - 450
- ✦ Jan Dhan Bank Accounts – 3.16 million
- ✦ 2nd largest digital consumer base
- ✦ Benefits of technology accepted by rural societies



Technology progress in Welfare State Programs

- ✦ Digital Identity through Aadhar
- ✦ Pradhan Mantri Jan Dhan Yojana
- ✦ Direct Benefits Transfer
- ✦ Digital Payments using UPI/ BHIM
- ✦ Goods and Services Tax Network
- ✦ Digital India Land Records Modernization Program
- ✦ Digitalization of Ration Cards/ Fair Price Shops/ LPG subsidies
- ✦ Labor Payments under NREGS



E-Governance in a Pandemic



CPGRAMS



COVID-19 GRIEVANCE REDRESSAL



- Government launched the **National Dashboard** for 'COVID -19' for exclusive monitoring of COVID-19 public grievances on March 30, 2020.
- COVID-19 PG cases were classified into 11 categories. Each Grievance was given a Unique ID and monitored Department wise/ State/ District wise on the portal.
- Directions were issued to all Ministries/ Departments and State Governments for disposal of Public Grievances within 3 days, separate COVID-19 Grievance portal to be indicated on web portals of Ministries
- Frequent Review Meetings every week were held with Grievance Officers of States/ Central Ministries and Departments, Press Statements were issued and Inforgraphics and Tweets were issued.

COVID-19 GRIEVANCE REDRESSAL



- Integration of State Portals, District Portals with CPGRAMS was implemented in most States
- CPGRAMS reforms implemented to delineate last mile grievance officers in 20 Ministries
- Feedback call centers operationalized in 10 cities deploying 1100 call center operators, every citizen who filed a grievance was contacted on phone
- Ministerial interactions with aggrieved Citizens through virtual conferences on quality of disposal, and also with 1100 call center operators

Feedback Call Centers – Report on Quality of Grievance Redressal



- **Total No. of Grievances Received – 1,64,708 /**
Total number of Grievances disposed – 1,38,533
- Every Citizen who filed a grievance was called. 68 percent said their grievance was resolved.
- The satisfaction level in Ministries receiving the highest number of grievances varied from 89-92 percent
- The Grievance Redressal time in Central Ministries/ Departments was **1.45 days** and the Grievance Redressal time in States was less **than 15 days** in 76 percent cases.

Secretariat Reforms - E-Office



e-Office – Gov 4.0

REDEFINING GOVERNANCE – Getting to Live with the Corona Virus

- ✦ Less Contact Governance
- ✦ Officials have to work in Masks and Gloves
- ✦ Work From Home (25-33 % in Office)
- ✦ Short/ Medium/ Long Term Challenges

DIGITAL DECISION MAKING in Central secretariat

- ✦ Virtual Offices, those Depts not on e-Office had to attend work in lockdown
- ✦ Web room meetings, New Protocols Needed
- ✦ Digital Central Secretariat, - Attached Offices, Subordinate Offices, Autonomous Bodies
- ✦ Virtual Private Networks and Home Working Policies
- ✦ Network Security in home WIFI

Implementation experience



- ✦ **75 Ministries on e-Office/** 57 Ministries have achieved more than 80 percent of work on e-Office/ 17 lac e-Files in Central Secretariat
- ✦ **CSMOP 2019 enabled Digital Central Secretariat** – VPN upto Deputy Secretary level
- ✦ **NIC Teams have created functional web-rooms** through vidyo app

DIGITAL SERVICES for end to end service delivery



1. Digital Infrastructure as a Core Utility to Every Citizen

- ✦ Ensuring Availability of high speed internet
- ✦ Providing Unique Digital Identity
- ✦ Access to Common Service Centres

2. Governance and Services on Demand

- ✦ Providing Seamlessly integrated services across Departments/ Jurisdictions
- ✦ Ensuring Availability of Services in Real Time

3. Digital Empowerment of Citizens

- ✦ Providing Universally accessible digital resources, literacy and platforms for participative governance

NeSDA 2021



NeSDA Framework



- ✦ DARPG through the NeSDA Framework aims to evaluate the Online Service Index of UN-EGDI and assess Citizens' view on the service delivery offerings across the specific sectors covered under UN EGDI Index.
- ✦ The overall objective of the study is to assess States, Union Territories and Central Ministries in their efficiency in e-Governance service delivery.

NESDA: Assessment Parameters

Accessibility



Content Availability



Ease of Use



Information Security & Privacy



End Service Delivery



Integrated Service Delivery



Status and Request Tracking



NeSDA 2019 – Key Findings

State / UT Portals Assessment

North-East States and Hill States

Rank	State Name	Overall Score
1	Himachal Pradesh	0.69
2	Tripura	0.68
3	Assam	0.64
4	Nagaland	0.57
5	Arunachal Pradesh	0.56
6	Sikkim	0.52
7	Meghalaya	0.44
8	Mizoram	0.27
9	Manipur	0.22

Union Territories

Rank	State Name	Overall Score
1	Andaman and Nicobar Islands	0.55
2	Lakshadweep	0.54
3	Chandigarh	0.44
4	Delhi	0.23
5	Dadra and Nagar Haveli	0.17
6	Pondicherry	0.10

Remaining States

Rank	State Name	Overall Score
1	Kerala	0.83
2	Goa	0.74
3	Haryana	0.68
4	West Bengal	0.67
5	Telangana	0.63
6	Chhattisgarh	0.63
7	Punjab	0.56
8	Gujarat	0.56
9	Maharashtra	0.55
10	Madhya Pradesh	0.54
11	Karnataka	0.53
12	Jharkhand	0.50
13	Andhra Pradesh	0.48
14	Odisha	0.38
15	Rajasthan	0.36
16	Uttar Pradesh	0.26
17	Tamil Nadu	0.13

Note: Jammu & Kashmir and Uttarakhand did not provide adequate data for the assessment and hence were not considered for assessment.

NeSDA 2019 – Key Findings

State / UT Services Portals Assessment

North-East States and Hill States

Rank	State Name	Overall Score
1	Nagaland	0.47
2	Assam	0.28
3	Manipur	0.23
4	Himachal Pradesh	0.19
5	Tripura	0.18
6	Meghalaya	0.14
7	Mizoram	0.08
8	Arunachal Pradesh	0.04
9	Sikkim	0.03

Union Territories

Rank	State Name	Overall Score
1	Delhi	0.18
2	Chandigarh	0.14
3	Daman and Diu	0.14
4	Dadra and Nagar Haveli	0.09
5	Pondicherry	0.07
6	Andaman and Nicobar Islands	0.06
7	Lakshadweep	0.04

Remaining States

Rank	State Name	Overall Score
1	Haryana	0.63
2	Rajasthan	0.61
3	West Bengal	0.43
4	Uttar Pradesh	0.43
5	Madhya Pradesh	0.41
6	Gujarat	0.40
7	Chhattisgarh	0.38
8	Telangana	0.36
9	Punjab	0.36
10	Bihar	0.35
11	Odisha	0.27
12	Maharashtra	0.24
13	Karnataka	0.24
14	Jharkhand	0.24
15	Kerala	0.19
16	Goa	0.19
17	Andhra Pradesh	0.16
18	Tamil Nadu	0.10

Note: Jammu & Kashmir and Uttarakhand did not provide adequate data for the assessment and hence were not considered for assessment.

NeSDA 2019 – Key Findings

Central Ministries

Ministry Portals

Rank	Ministry Name	Overall Score
1	Health & Family Welfare	0.68
2	Human Resources Development	0.63
3	Agriculture	0.54
4	Social Justice & Empowerment	0.52
5	Rural Development	0.52
6	Environment Forest & Climate Change	0.48

Ministry Service Portals

Rank	Ministry Name	Overall Score
1	Finance CBDT	0.77
2	Human Resources Development	0.74
3	Labour & Employment	0.67
4	Environment Forest & Climate Change	0.61
5	Finance CBIC	0.59
6	Agriculture	0.58
7	Rural Development	0.56
8	Health & Family Welfare	0.37
9	Social Justice & Empowerment	0.37



Way Forward



Way Forward

Key focus areas that would help Government to **transform its approach to be simpler, innovative and intuitive to deliver the e-Governance services**

- **Creating an inclusive Digital Ecosystem**
- **Mandatory sector-specific service focus to attain SDG Goals**
- **e-Literacy for inclusiveness**
- **Improvising Accessibility for higher uptake**
- **Security and Privacy for public data**
- **Embracing New Age Technologies (NAT) for improved service delivery**
- **Adoption to Standards for uniformity in governance**
- **Integrated Service Delivery- Focus on IndEA**

New India@2022



BharatNet



e-Taal



e-SIGN



Digi Locker



MyGov



GOOD PRACTICES



ONE NATION – ONE PLATFORM



- ✦ **DIRECT BENEFITS TRANSFER:**
- ✦ Key DBT enablers – Role of Aadhar in DBT
- ✦ Aadhar Enabled Payments Systems, Network Infrastructure/
- ✦ Beneficiary digitization/ de-duplication of beneficiaries/ electronic transfer of funds
- ✦ Data security / Data Privacy Standards/ Local Directory/ Monthly reporting



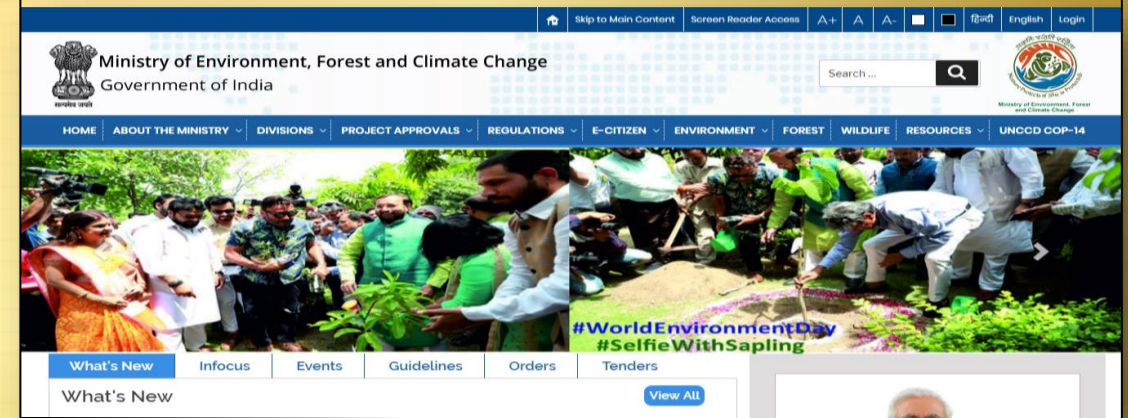
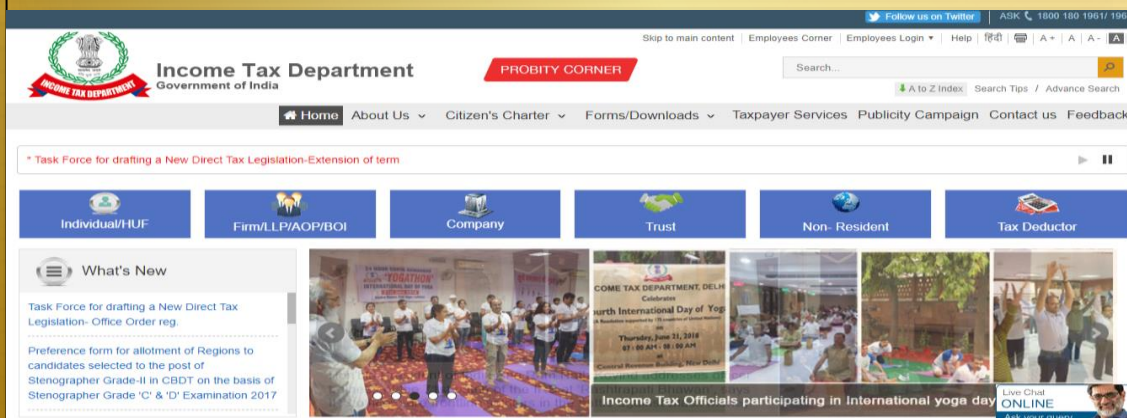
CBDT



EIAC

- ❖ Objective – To ensure planning and collection of direct taxes through Income Tax Department
- ❖ The CBDT (Central Board of Direct Taxes) provides inputs for policy and planning of direct taxes ;responsible for administration of direct taxes through IT department (e-filing).

- ❖ Objective – To anticipate the environmental impacts that may arise out of various activities.
- ❖ EIAC (Environment Impact Assessment Clearance) links environment with development for environmentally safe and sustainable development.





Online Library and Education Services



National Scholarship Portal

- ✦ Objective- To develop a framework of virtual repository of learning resources.
- ✦ Ministry of Human Resource Development - Top Performer ;offers good practices for replication with its features like Online Library and Education Services

- ✦ Objective- To ensure timely disbursement of scholarships to students on a common portal.
- ✦ Provides benefits like improved transparency, simplified process for students and helps in standardization.

04 Jul, 2019 | 6:07 PM IST

MHRD | Government of India
Ministry of Human Resource Development

ABOUT MHRD | MINISTERS | DEPARTMENTS | DOCUMENTS & REPORTS | STATISTICS | INSTITUTIONS | MULTIMEDIA | NATIONAL AWARDS TO TEACHERS

Dedicated Portal is live now!!

**PANDIT MADAN MOHAN MALAVIYA
NATIONAL MISSION ON TEACHERS AND TEACHING**

Apply for upcoming training | 1,00,000+ teachers trained
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Department of

Dr. Ramesh Pokhriyal

SCHOLARSHIP | FELLOWSHIP

For Academic Year 2019-20

NATIONAL SCHOLARSHIP PORTAL
Ministry of Electronics & Information Technology,
Government of India

New Registration | Login | Digital India | GET IT ON Google Play

Home | About Us | Services | Important Documents | Institute Login | Officer's Login

Get Yourself Registered on NSP

Online Application Verification

Scholarship Amount credited directly in student Account

SEARCH FOR INSTITUTE | DASHBOARD



e-Taal

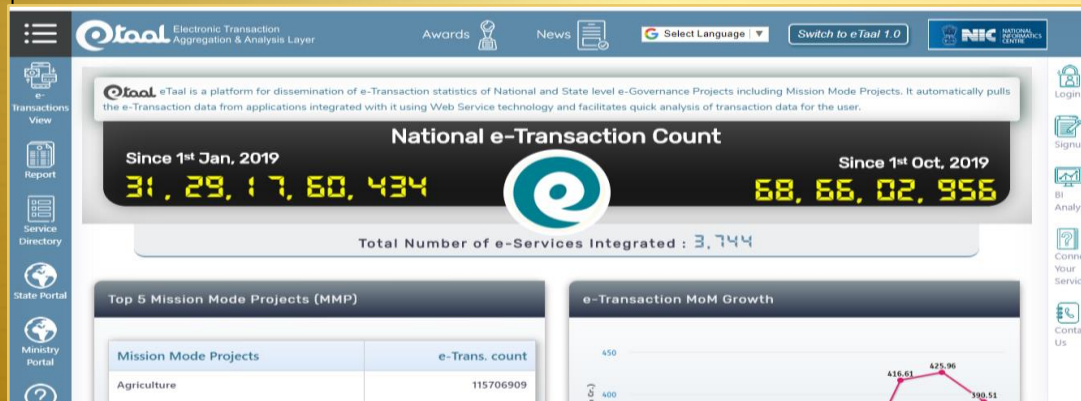


सत्यमेव जयते



e-Sign

- ✦ Objective- To measure impact of various e-governance initiatives at National and State level
- ✦ Automatically pulls the e-Transaction data from applications and integrates it using Web Service technology; facilitating quick analysis of transaction data for the user
- ✦ Provides an integrated visual interface with a real-time view of e-transactions taking place



- ✦ Objective- To facilitate user with digital signature of a document, without using physical cryptographic token
- ✦ e-Sign process includes: signatory's consent, Digital Signature Certificate issuance request, Digital Signature creation, affixing and Digital Signature Certificate acceptance with respect to IT Act
- ✦ Using authentication of the e-Sign user through e-KYC service; online electronic signature service can be facilitated





e-Hospital



AEPS

- ✦ Objective- To avail online services such as registration appointment, view diagnostic reports and check availability of blood in government hospitals
- ✦ e-Hospital works on the Online Registration System (ORS) model. ORS is an online portal where Aadhaar holders can enroll for appointments in hospitals spread across various States and UTs

- ✦ Objective-To consistently make financial transactions through Aadhaar-based authentication
- ✦ Aadhar Enabled Payment System - a model allowing online interoperable financial transactions at PoS through Business Correspondent / Bank Mitra using Aadhaar authentication
- ✦ Payment system to transfer funds, make payments, deposit cash, make withdrawals, make enquiry about bank balance



MyGov



सत्यमेव जयते



e-NAM

- ✦ Objective- Brings government closer to common man by using online platform
- ✦ MyGov enables an interface for healthy exchange of ideas and views involving common citizen and experts with ultimate goal to contribute to social and economic transformation of India
- ✦ Recently reached 1,00,00,000 users who contributed and participated in various tasks

- ✦ Objective- To create a unified national market-pan India electronic trading portal for agricultural commodities
- ✦ e-NAM has attained better price discovery through transparent auction based on quality of produce and timely online payments
- ✦ **Registrations:** Farmers- 1.64 cr ; Traders-1.24 lakh
- ✦ Mobile app developed to ease various processes under e-nam including trading, lot progress, trade history, feedback etc

“ Let us join this mass movement towards Surajya. Realise the hopes and aspirations of the people and take India to greater heights! ”
नरेंद्र मोदी

1,00,00,000
my GOV USERS
मेरी सरकार

REACH MORE MARKET

- ✓ Real time information on trade and price
- ✓ Extended access to markets across the state
- ✓ Information on quality of commodities



GeM– Overview

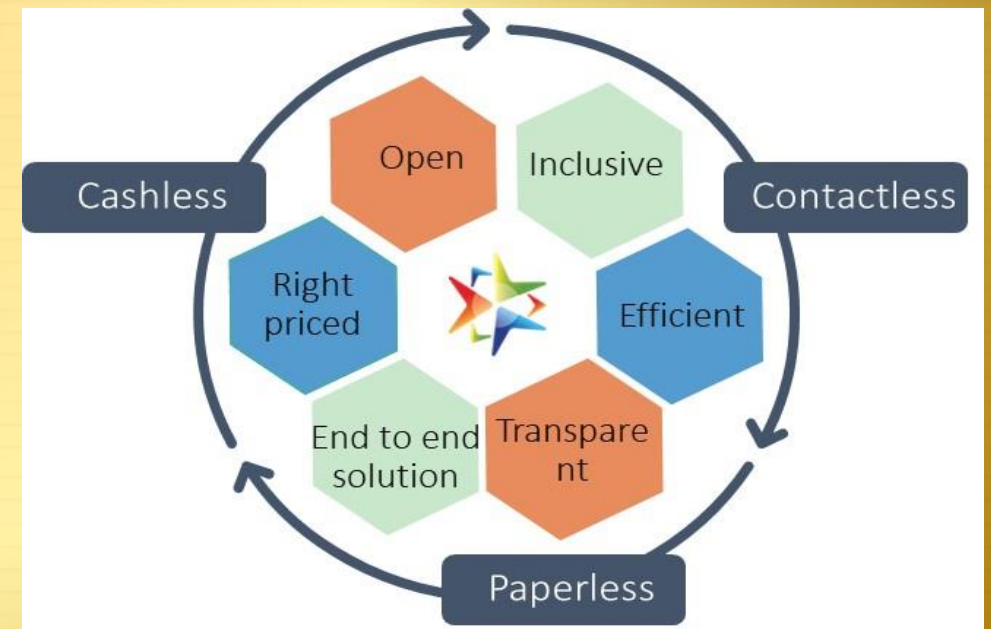
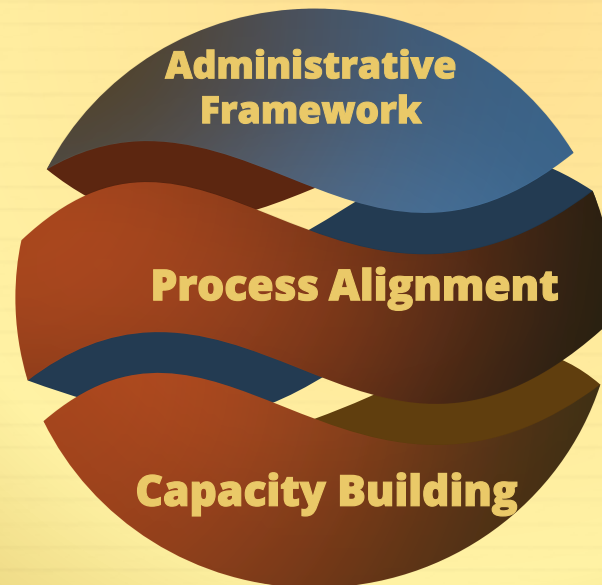


- ❖ A one-stop online procurement portal for all govt. buyers including central/state ministries, departments, bodies & PSUs. Launched on 9th August 2016. (<https://www.gem.gov.in/>)
- ❖ Rule 149 of GFR amended to “.. Procurement of Goods and Services by Ministries or Department will be mandatory for Goods or Services available on GeM.



Shri Narendra Modi
Prime Minister of India

“ The government is committed to curbing corruption. One of the key aspects of this objective is to minimize Governments human transactional interface. ”





India: Innovations in e-Governance

To transform and reform Governance through innovative usage of e-Governance initiatives for efficiency in delivery of services, citizen welfare and impact of governance in-line with sustainable development goals and India's commitment to be a world leader in e-Governance:



➤ Umang App

- A single app to access 1200+ Government services
- Over 300 services with 70 plus departments with regular addition



➤ India Post Payments Bank

- Doorstep Banking services through Postman
- Utilization of Aadhaar for authorization and transfers



➤ e-Pension

- Utilization of ICT to offer a single portal for pension disbursement
- Re-engineered processes for efficient service delivery and grievance redressal



➤ Digital Land

- Comprehensive digitization of land records using unique identifiers
- Direct benefit transfer to authenticated beneficiaries



India: Innovations in e-Governance

PRIASoft

➤ **PRIASoft**

- A double entry cash-based accounting MIS for Gram Panchayats (GPs) for monitoring and transparency
- 100% digitization of all the payments made to all schemes and grants, spanning 29 sectors across 18 departments



➤ **e-HRMS**

- Smart dashboard for employee management, service records, payment disbursement et al
- e-Sign for accountability with PFMS integration for loans, GPF and others

(GRIP)

➤ **GRameen Internal audit Portal (GRIP)**

- Open source application for internal audit of MGNREGA, PMAY and PMGSY
- Leading to enhanced service delivery, efficiency, security



➤ **TeCHO+ Application**

- ICT mobile application for improved health service delivery, data collection and user outreach
- Tracking of health parameters, resources et al through digital infrastructure with offline support



➤ **e-Kharid**

- Single platform for scheduling arrivals, procurement of crops and DBT to the Farmers
- Lead to elimination of middlemen, growth procuring of non-traditional crops, better prices and transparency

DIGITAL AIIMS



PROCESS SYSTEMS RE-ENGINEERING – MY JOURNEY

A Reality Check in 2014



- ✦ Patients looking for help to reach the destination, the absence of signages making the patient journey complicated, crowding at every counter – crowding at blood collection centers, crowding at registration counters, crowding on the elevator lobbies, crowding on the stairs – a state of chaos all over the OPD areas.

NEW IDEAS - www.ors.gov.in



- ✦ Linking Aadhar numbers with the Unique Health Identification Numbers
- ✦ The patient seeking an appointment at AIIMS could log into the AIIMS OPD Appointment System (ORS.gov.in) and submit a request for an appointment online.
- ✦ The Unique Health Identification Number gave an Individual Digital Identity to every Patient visiting AIIMS. The Patient could use the UHID for his entire lifetime and every consultation visit was documented by the system.

Institutional changes



- ✦ Simple changes brought into the management practices of AIIMS.
 - ✦ facilitate faster registration,
 - ✦ to dissipate crowds by creating larger patient waiting areas,
 - ✦ introduction of thousand signages,
 - ✦ introduction of screening at the entry point,
 - ✦ introduction of patient care coordinators at the registration/ consultation areas and the rather unique exit OPD counters for all follow-up patients.
- ✦ To simplify the registration system, the Patient Registration Center was constructed.

New Cadres Bring Efficiency



- ✦ **New cadres of officials were operationalized in AIIMS –**
 - ✦ **nursing informatics specialists,**
 - ✦ **patient care coordinators and**
 - ✦ **data entry operators.**
- ✦ **The registration time was a mere 40 seconds for all new appointments. Fast track queues had been created where the patients**
- ✦ **The waiting time had come down by nearly 6 hours per patient. The 3 am serpentine lines were no longer there. They had disappeared and replaced by a more orderly queue system that commenced at 8 am and reached the OPD consultation rooms by 9 am.**

India's First Fully Digital Public Hospital



- ✦ 65 departments were digitalized
- ✦ New modules that were implemented were
 - ✦ the RIS –PACS (Radiology Information System and Picture Archiving and Communications Systems),
 - ✦ the Laundry Module/ the Dietary Module/ the Blood Bank,
 - ✦ establishment of Kiosks with Net Banking Facilities/ Billing Modules.
 - ✦ inter-linking of Laboratories along with in-Patient data was also taken up.
- ✦ AIIMS launched as India's First Fully Digital Public Hospital in a landmark event in June 2016

PRIME MINISTER'S INDEPENDENCE DAY ADDRESS

15/08/2016



- ✦ The Prime Minister in his Independence Day address from the ramparts of Red Fort on 15/8/2016 commended the Digital AIIMS project and recommended it for pan India replication. Many State Governments and Central Government Hospitals sought to replicate the Digital AIIMS project.

DIGITAL AIIMS: AWARDS GALORE



- ✦ AIIMS has pioneered India's journey for patient friendly hospitals.
- ✦ **DIGITAL INDIA AWARDS 2016** – DeiTY felicitated AIIMS for successful implementation of the Digital AIIMS which had the highest footfalls of Digital India projects.
- ✦ **PM's AWARDS 2017**: The Department of Administrative Reforms listed Digital AIIMS as amongst the best innovations for the period 2015-17 and included it in the select list of projects in their publication "Innovations" released on National Civil Services Day, April 21, 2017.

Conclusion



WHOLE OF GOVERNMENT



- ✦ Creating a one-stop portal is a great step forward towards establishment of Whole of Government
- ✦ However, the portal per se does not guarantee such an outcome and requires connecting all the e-government systems with process re-engineering
- ✦ There exist substantial benefits for both governments and citizens that can result, from adopting the Whole of Government approach.

THANK



YOU