# E-Governance



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# 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



#### **HELLO DOCTOR 555**









### India's Strength: Inclusive Digital Model of Governance

- ♣ India's TrillionDollar DigitalOpportunity
- Reducing the Digital Divide
- ♦ Expansion of Internet Access
- ✦ High SpeedInternetConnectivity

♦ Technology enabled interventions in :

- Health care
- ♦ Education
- Energy
- Next GenerationFinancial Services
- **+** E-Governance
- DoublingFarmers 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
- → 2<sup>nd</sup> largest digital consumer base
- Benefits of technology accepted by rural societies

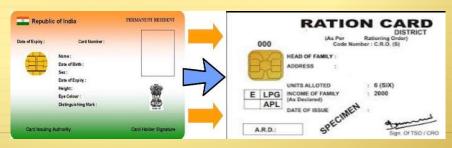




### Technology progress in Welfare State Programs

- ♦ 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







# New India@2022



BharatNet

e-Taal

e-SIGN

Digi Locker

MyGov













BLOOD

### Kasturba Gandhi

Submit a Poem/Painting/Sketch

Theme: Leader cum Nurturer of Constructive Changes

Participate now

@

ONLINE APPOINTMENT









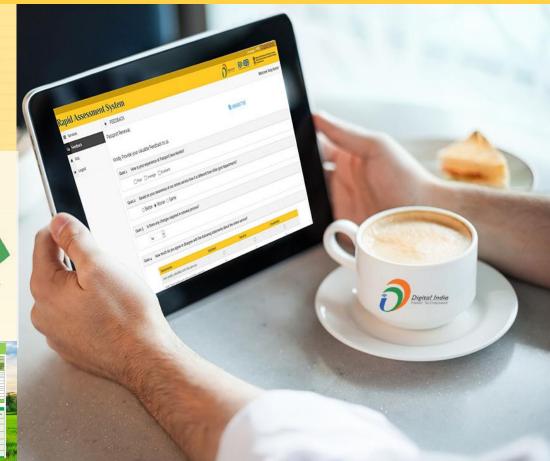
3 KEY SERVICES AVAILABLE WITH E-HOSPITAL

WWW.ORS.GOV.IN















### Good Practices-The Indian Context

#	Initiatives	Ministry
1.	CBDT	Ministry of Finance
2.	Environment Impact Assessment Clearance	Ministry of Environment, Forest and Climate Change
3.	Online Library & education Services	Ministry of Human Resource
4.	National Scholarship Portal	Ministry of Electronics and Information Technology
5.	Soil Health Card	Ministry of Agriculture
6.	MeghRaj	Ministry of Electronics and Information Technology
7.	e-Taal	Ministry of Electronics and Information Technology
8.	e-Sign	Ministry of Electronics and Information Technology
9.	Bharat Net	Ministry of Communications and Information Technology



### Good Practices-The Indian Context









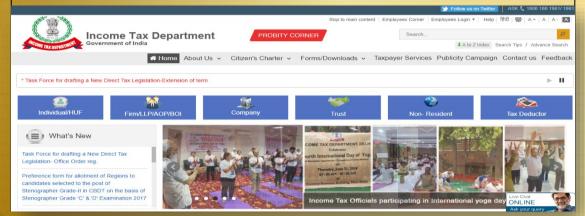
	#	Initiatives	Ministry
	10.	Swayam	Ministry of Human Resource and Development
	11.	E-Hospital	Ministry of Human Resource and Development
	12.	Aadhar Enabled Payment System	Ministry of Finance
-	13	Digi Locker	Ministry of Electronics and Information Technology
	14.	PMGDISHA	Ministry of Electronics and Information Technology
	15.	BHIM	Ministry of Electronics and Information Technology
	16	Rapid Assessment System	Ministry of Electronics and Information Technology
	17	MyGov	Ministry of Electronics and Information Technology
	18.	E-NAM	Ministry of Agriculture







- ♦ 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-filling).
- ✦ CBDT emerges as a Top Performer with the offerings enabled under e-filing process of TDS (Tax Deducted at Source) return



- ♦ 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.
- ♦ EIAC is a Top Performer and offers various activities under Environment Impact Assessment clearance making service offerings easy to use.





# Online Library and Education Services





# National Scholarship Portal

- Objective- To develop a framework of virtual repository of learning resources.
- Measures citizens' satisfaction with faster delivery of end services, elimination of manual processes, reduction of time and manual effort.
- 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.
- ♦ Serves as a Decision Support System to ministries and departments as real-time information is availa ble
- Provides benefits like improved transparency, simplified process for students and helps in standardization.





### Soil Health Card





- ♦ Objective-To make agriculture more productive, sustainable and climate resilient
- ★ Aims at promoting Integrated Nutrient Management (INM) through judicious use of chemical fertilizers including secondary and micro nutrients in conjunction with organic manures and bio fertilizers for improving soil health
- \* Key features include farmer's corner, scheme progress; and soil map and health.

- Objective- To utilize and harness the benefits of Cloud Computing.
- ♣ Initiative focuses to accelerate delivery of eservices in the country while optimizing ICT spending
- ♣ Ensures optimum utilization of infrastructure and speeds up development and deployment of e-Gov applications





## e-Taal



sign

# e-Sign

- Objective- To measure impact of various egovernance 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 realtime 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.





### BharatNet

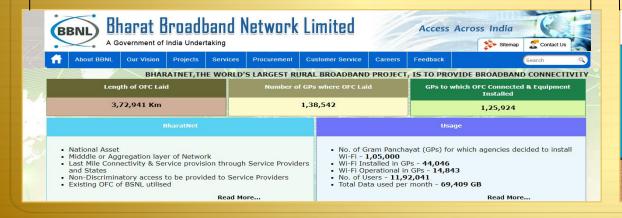


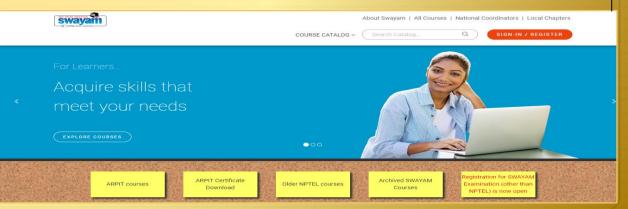


### **SWAYAM**

- Objective- To provide 100 Mbit/s broadband connectivity to all 2.5 lakh Gram Panchayats
   (GPs) in the country, covers 6,25,000 villages
- ♦ Usage as on 31.12.2019:
  - Wi-Fi installed in GPs -45,769 GPs
  - Wi-Fi operational in GPs 17,342 GPs
  - Number of Wi-Fi Users 12,91,780
  - Total Data used per month -89,224 GBs

- Objective- To achieve quality Education Policy viz., access, equity and excellence.
- → Goal is to take best teaching learning resources to all, including most underprivileged
- ❖ Study Webs of Active Learning for Young Aspiring
  Minds (SWAYAM) bridges digital divide for students
  untouched by digital revolution and restrained from joining
  the mainstream knowledge economy





# e Hospital e-Hospital





- 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 financial make 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





# Digi Locker





- Objective- To ensure Digital empowerment by providing access to citizen's digital document wallet
- Initiative provides an account to every Indian citizen to access authentic documents/certificates such as driving license, vehicle registration, academic mark sheets in digital format
- Benefits include faster delivery, easy availability and authentic documents

- Objective- To make six crore people, one in every eligible family "Digitally Literate" in rural areas
- Pradhan Mantri Gramin Digital saksharta Abhiyaan coverS 40% rural households (covering one member from households)
- Aims to target rural population including the marginalized sections of society like SC/ST, Minorities, BPL and women











- ♦ Objective- To make transactions simple, easy and quick using Unified Payments Interface (UPI)
- ♣ Bharat Interface for Money (BHIM)— a unique payment solution ,can be used without internet.
- ♦ Registration for BHIM by using \*99#
- Conceived and launched to bring Financial Inclusion and digitally empower society.
- Who We Are | What We Do | IPO on UPI | Our Partners | UPI 2.0 | UPI Offers Search Q

  UPI 2.0

  Experience Simplicity, Security and Seamlessness at the next level.

  KNOW MORE

- ♦ Objective- To make seamlessly integrated services across government departments accessible to citizens
- \* Rapid Assessment System (RAS) for continuous feedback on e-services delivered by Government of India and State Governments
- System has multiple channels for receiving feedback and is backed by analytics. These analytics will help integrated departments for continuous system improvement and better









- 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 enam including trading, lot progress, trade history, feedback etc



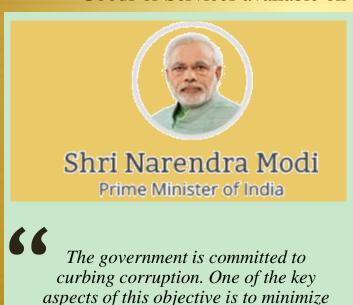




### GeM-Overview



- 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.



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:



**BHULEKH** 

#### Umang App

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



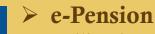
#### ➤ India Post Payments Bank

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



#### Digital Land

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



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



### India: Innovations in e-Governance

#### **PRIASoft**

#### > PRIASoft

- A double entry cash-based accounting MIS for Gram Panchayats (GPs) for monitoring and transparency
- o 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 disbursal et al
- e-Sign for accountability with PFMS integration for loans, GPF and others



#### > GRameen Internal audit Portal (GRIP)

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



### TeCHO > TeCHO+ Application

- o 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

### NeSDA Framework: DARPG

- **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.

Promote
participation of all
departments and
ministries at
state/UT and central
level to adopt the egovernment
framework in their
day-to-day
functioning

Drive innovation and capacity creation to improve public service delivery across the nation On-board Central
Ministries and
States/UTs to align egovernance services
according to the UN
e-government survey
which uses EGDI to
measure use of ICT to
deliver public services

Encourage eparticipation of citizens and businesses in policy making

Understand Citizen's perception of eGovernance service delivery

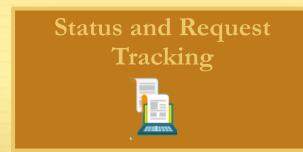
### NESDA: Assessment Parameters



Information Security & Privacy











# 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.

# E-Office

### e-Office – Gov 4.0

### REDEFINING GOVERNANCE -

Getting to Live with the Corona Virus

- Less ContactGovernance
- Officials have to work in Masks and Gloves
- ♦ Work From Home (25-33 % in Office)
- Short/ Medium/ LongTerm 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



# THANK



YOU