



सत्यमेव जयते

**14th National Conference
on
e-Governance**

10th - 11th February, 2011

Proceedings

Department of Administrative Reforms & Public Grievances
Ministry of Personnel, Public Grievances and Pensions
Government of India



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Inaugural Session

Welcome Address

Prof. (Ms.) Fauzia T. Khan
Minister of State, (Cultural Affairs,
Family Welfare, General Administration,
Information & Publicity, Minorities
Development (including Aukaf), Protocol,
Public Health, School Education,
Women & Child Development),
Government of Maharashtra



His Excellency, the Governor of Maharashtra, most Hon'ble Shri Sankaranarayanan ji, Hon'ble Shri Prithviraj Ji Chavan, Chief Minister of Maharashtra, MoS (PMO & PP), Hon'ble V. Narayanswamy ji, Minister of Revenue, Government of Maharashtra, Hon'ble Shri Balasaheb Thorat ji, Hon'ble Shri Harsh Vardhanji Patil, Minister of Co-operatives, Mr. Chandrakant Khaire, MP Aurungabad, Mayor of Aurungabad Anita Godhele ji, all the delegates on the dias and respected participants

You are probably aware, ladies and gentlemen, that today you and I are a part of and, in the midst of a great mighty revolution - the growing socio economic complexities, the Governments own efforts to create a more transparent and open system. New laws like Right to Information, the changing face and the exposing power of the media, all these are the factors that have become catalysts in the formation of an intense pressure on the government to move toward a more effective, responsive and a better service delivery system in governance. Technology, meanwhile is marching ahead at an immensely mind boggling pace.

e-Governance or Governance using ICT as a leverage tool is therefore rapidly becoming a compelling necessity, a possible solution and a magnificent vehicle of good governance particularly at the grass root level where there is maximum citizen centric interface. It is time for a person independent, transparent, accountable system to come into place and ladies and gentlemen it is all happening, it is happening we are part of this great wonderful revolution.

Urgency lies however, in how soon we fit ourselves in, how soon we fit ourselves into this in the process of necessary transformation. Charles Darwin, the Father of Science has rightly said, 'it is not only the fittest that survives neither does the most intelligent, the species that survives is that which is most responsive to change'. ICT is a major tool that has tremendous potential to replace the tedious process of system building, with a speedy, effective, transparent and accountable one.

M-Governance that is mobile governance is very soon becoming a reality as well with all these changes in process, it cannot be denied that this transformation to e-Governance involves many-many challenges.

The first and foremost among them is the availability of professional and skilled manpower. Another would be capacity building of existing human resources. One more would be changed management system and adapting to it. Lack of will and resistance to accept change on many fronts, is another challenge, in front of us.

There are various issues other issues like cyber security, privacy of citizen data, connectivity issues, electricity issues in the rural self delivery system, specially in the C2C service there are ownership of data issues. Very prominent among these challenges is I feel the digitisation of old records and files and above everything else the allocation and availability funds and various models that have to be put into place, like PPP model, for example.

In spite of all these challenges, the existence of few dynamic officials, who are championing the various Government projects and initiatives and working as models in the entire process is a source of light and hope.

These I feel are the light houses that shall provide direction and inspiration of the entire nation. We must therefore understand and share the best practices initiated by various states and government organizations not only within our national boundaries but across our boundaries, beyond our boundaries all over the world. Maharashtra I must say with pride has taken this challenge head on, by the horns. Each Department of the Government had defined its e-Governance vision for a few years ahead and e-Governance policy of Maharashtra 2011 is ready with its draft version for citizens comments.

Maharashtra is also in the process of preparing a legislation called Maharashtra Mandatory Electronic Delivery of Public Service Act MMEDPS Act.

This act gives every citizen the right to have option of online services available. All Departments have earmarked 0.5 % from their budget. The state shall endeavor to increase it in a phased manner to 3%. Various departments have taken various initiatives.

For example the School Education Department has undertaken to make a perspective plan using the GIS technology. It has asked for online gradation of schools. It is giving online admissions. MIS of teacher and other services of the School Education Department are being initiated by the Government of Maharashtra. I, therefore, feel Maharashtra is pioneering e-Governance in many ways. It feels good to stand on ground and watch high at your aim. It feels even better to stand up high and watch others watching you as their aim.

I think, I hope this National Conference of various stakeholders shall give further impetus to the vision of smart proactive good governance that is more responsive more effective more accountable and more transparent in its day to day functions.

Before I end I would just like to say one thing - normal people say success knocks your door once. So wait for it. Achievers say go ahead and knock the door of failure, you will find success behind it.

Thank you very much and I wish the Conference every success, hoping it serves its purpose fully and I welcome all the hon'ble delegates to this historical city of Aurangabad. Thank you. Jai Hind and Jai Maharashtra.

Address

Shri V. Narayanswamy

Minister of State, Ministry of Planning and Ministry of Parliamentary Affairs & Ministry of Personnel, Public Grievances & Pensions, Government of India



His Excellency Shri Sankaranarayanan, Governor of Maharashtra, Shri Prithviraj Chavan, Chief Minister of Maharashtra, Shri Balasaheb Thorat, Minister of Revenue, Government of Maharashtra, Ms. Fauzia T. Khan, Minister of State (IT & Communication), Government of Maharashtra, Shri Chandrakant Khaire, Member of Lok Sabha, Shri Rajkumar Dhoot, Member of Rajya Sabha, Ms. Anita Godhele, Mayor, Aurangabad, Shri R. C. Misra, Secretary, Department of Administrative Reforms, Public Grievances and Pensions, Government of India, Dr Amitabh Rajan, Additional Secretary, Department of Administrative Reforms and Public Grievances, Government of India, Shri Shankar Aggarwal, Additional Secretary, Department of Information Technology, Government of India, Shri Nitin Kareer, Secretary (IT), Government of Maharashtra, distinguished delegates, Ladies and Gentlemen.

This Conference, 14th in the series, is an occasion for sincere discourse and introspection. Role of e-Governance in public service delivery is by now an acknowledged fact, so is the necessity of stakeholders' consultation. What I want to emphasize is the role of e-Governance and this Conference as an instrument of transparency and ethics in Governance.

Let me begin by recalling the strong message Hon'ble Prime Minister, Dr Manmohan Singh gave last week while addressing the second Annual Conference of Chief Secretaries:

“Corruption strikes at the roots of good governance. It is an impediment to faster growth. It dilutes, if not negates, our efforts at social inclusion. It dents our international image and it demeans us before our own people. This is a challenge which has to be faced frontally, boldly and quickly.”

Prime Minister gave not only a strong message but in the meeting organized by my Ministry, he also provided a roadmap for bringing in transparency and ethics in Governance. The roadmap had

three carefully chosen crucial components (i) introduction of competition in the economy, (ii) opportunity for greater choice, and (iii) diffusion of modern technology. All these carefully chosen crucial components are essential agenda items for the 14th National Conference on e-Governance.

Another message for this Conference emerges from the 11th Report of the Second Administrative Reforms Commission (ARC) which deals exclusively on e-Governance. Titled 'Promoting e-Governance: The SMART Way Forward', the ARC Report sees promotion of e-Governance as a reform measure not primarily about 'e' but about 'governance'.

The 11th Report of the 2nd ARC aspires for SMART governance i.e. Simple, Moral, Accountable, Responsive and Transparent governance; it is not about computers and websites primarily, but about citizens and transactions. e-Governance is also not about translating processes; it is about transforming them.

Thus, e-Governance is concerned with the transformation of governance, modernization of government processes and functions, and better public service delivery mechanisms through technology so that the government can be put on an auto-pilot mode.

Through the use of information technologies (such as Wide Area Networks, the Internet and Mobile Computing) it has the potential to transform relations with the citizens, enterprises and institutions of governance. It delivers services better, empowers people, interacts sufficiently and efficiently and improves the process of transactions.

Seen in this light, the four pillars of e-Governance are people, process, technology, and resources. Challenge before the Conference is to put 'people' first and use e-Governance for human emancipation and India's growth. We already have a National e-Strategy. We also have innovative projects. We now have to track, store and manage information for the (i) protection of human rights, (ii) intellectual property rights, (iii) considerations of privacy and security, and (iv) safeguard rights of the consumer by mobilizing the State, market and civil society.

Ladies and gentlemen, let me say a few words on the consultation process. As you all know, like the earlier national conferences on e-Governance, this one too is a collaboration between the Government of India and a State Government. The idea is to (i) move beyond the National Capital, (ii) involve actively a State Government, (iii) learn from the best practices, (iv) introspect problems, and (v) reward excellence in implementation.

In addition to being a collaboration, such conferences on e-Governance are also an accountable forum for stakeholders' consultation stakeholders in this case being (i) leaders and representatives of governments, (ii) civil society organizations, (iii) entrepreneurs, (iv) finance institutions, and (v) academicians, to name a few.

Significance of this Conference is that it is a 'National' Conference. Another significance of this National Conference lies in the historicity of the experience. The first European Conference on e-Governance was held in the year 2001, the first National e-Governance Conference in India in 1997.

Road ahead shall be to observe similar efforts being made in other countries & at the international level, and learn mutually. When I say this I have in mind the activities of the European Conference on e-Governance which I have just mentioned, and the annual activities in the form of International Conference on e-Government. Such Conferences can also synergize with many other e-Governance movements, being witnessed now all across the globe.

With the increasing awareness among citizens about their rights and the resultant increase in expectations from the government to perform and deliver, the whole paradigm of governance has changed. Government, today, is expected to be transparent in its dealings, accountable for its activities and faster in its responses. This has made the use of ICT imperative in any agenda drawn towards achieving good governance. It has also led to the realization that such technologies could be used to achieve a wide range of objectives and lead to faster and more equitable development with a wider reach.

e-Governance is the logical next step in the use of ICT in systems of governance in order to ensure wider participation and deeper involvement of citizens, institutions, civil society groups and the private sector in the decision making process of Governance.

Our e-Governance experience shows multitude of pilot projects with varying rates of success. The common characteristic is that the majority of them are not up-scaled or widely replicated. It is essential to learn from such experiences and each pilot project should be taken to its logical end. For this to happen, emphasis has to be on the reforms in government procedures, structures and systems and must take precedence over mere technological solutions.

Ultimately, the success of an e-Governance initiative lies in how efficiently it has enhanced people's participation in government functioning through wide ICT access, bringing government and the services it offers closer to its citizens, promoting accountability, transparency and responsiveness in government functioning and ensuring that government works better at lesser costs. These are the sine qua non for good governance and a vibrant democracy.

Keeping the above in view, this Conference appropriately has themes for panel discussions. All are important and are such that have not received much attention so far. I appreciate the structure of the Conference which has (i) the theme of rural e-service delivery for the first session, (ii) role of e-Governance in promoting rural entrepreneurship for the second, (iii) the theme of enabling e-Panchayats for the third, and (iv) transformation of agriculture through ICT for the fourth. The country eagerly awaits the outcome, and the capacity of the outcomes to change or modify policies and programmes.

The Government of India has formulated and launched the National e-Governance Plan a Plan which seeks to lay foundation for long-term growth of e-Governance and aims at improving quality, accessibility & effectiveness of government services to citizens and business and has 27 Mission Mode Projects.

Even a cursory look at these Missions would reveal how significantly they touch organized life relating to (i) banking, (ii) central excise & customs, (iii) income tax, (iv) insurance, (v) MCA21, (vi) national citizen database, (vii) passport, (viii) immigration, visa and foreigners registration

& tracking, (ix) pension, (x) e-Office, (xi) agriculture, (xii) commercial taxes, (xiii) e-District, (xiv) employment exchange, (xv) land records, (xvi) municipalities, (xvii) gram panchayats, (xviii) police, (xix) road transport, (xx) treasuries, (xxi) Common Services Centers, (xxii) e-Biz, (xxiii) e-Courts, (xxiv) e-Procurement, (xxv) e-Trade, (xxvi) national e-Governance service delivery gateway, and (xxvii) India Portal.

Other countries to have their national e-Governance plans. India's National e-Governance Plan, approved by the Government of India on 18th May 2006, has the strength of the democracy of our country doubly strengthened by the minds of the Indians to innovate, assimilate, and implement in the field of information and communication technology.

There are challenges however. One is to think deeper and wider on process re-engineering, the other to investigate and reflect on the management of change in e-Governance. Department of Administrative Reforms and Public Grievances of my Ministry has, on its website, reports on these two aspects.

Policies in democracy evolve on the strength of active inter-disciplinary discourse. I would request all concerned to take note of all such documents which transparently are submitted to the sovereign citizens of India in the process of policy making.

Finally, I thank all participants for the support they have extended to the Government of India in organizing the 14th National Conference on e-Governance, and wish the Conference a great success.

Thank you,

Jai Hind

Keynote Address

Shri Prithviraj Chavan

Chief Minister

Maharashtra



I am indeed grateful that Sh. K. Sankaranarayanan ji, Governor of Maharashtra has graced the occasion and agreed to inaugurate this e-Governance conference being held in Aurangabad, the 14th Edition of the e-Governance conference, a prestigious conference in the ICT calendar of the Government of India. It is quite a coincidence that I was occupying the office which my dear friend Shri Narayanswamy occupies, and when we decided to hold the 14th conference in Aurangabad and the Maharashtra Government offered to hold it, in the meanwhile, there was a change of guards and I came here and Mr. Narayanswamy came in my place and I am very happy, that Shri Narayanswamy could come here, to the historic city of Aurangabad, an emerging Industrial town located in the Centre of the country and an emerging IT centre in Maharashtra. The concept of this e-Governance Conference, while we all know that ICT is transforming the way we work, the way we live, national economies, transforming the way the businesses work, transforming the way the Government works. It has also created huge opportunity for public to government interaction, government to government interaction, government to business interaction and this has been ever since the birth of computers, particularly silicon revolution which created micro-processors and personal computers and affordable computing. It was very clear that this is transformational technology. The question was there was a huge digital divide. Whether it will reach every citizen in the world or every citizen in the country, was a big question mark. The first digital divide was the language. Computer technology was Invented in English language, flourished in English language and those who did not have access to English language were naturally left out, and there was an urge, unless we bring this technology in our regional languages, not only in Indian regional languages. But the need was felt in China, Japan in all other countries, in the Arab world, knew that we would be left out unless this technology becomes available in all other languages, our Mother Tongues.

Lots of effort went into it first by the printing industry and then by various universities and I was fortunate to belong to that group of people who worked in bringing in Indian languages into computer and finally that digital divide disappeared. You can now work in Marathi or Tamil or

Malayalam or any other Indian languages as you can work in the International Scripts like the Arabic, Chinese, Japanese, or Korean, that divide has disappeared and there is hope, which is created that technology will reach the common man. Second digital divide was when internet revolution came up, it was not possible for everybody to access the net, initially when it was only accessible on the telephone lines. Gradually wireless technologies emerged, fibre optic technologies emerged and the digital divide between the have and the have-nots, the rich urban areas and the relatively poor rural areas also began to shrink and that gap is narrowing every day, as the wireless technology grow, as the broadband 3G, 4G technologies appear on the horizon and you have seen the growth that has happened in the mobile telephony area and similar growth is now promised in the broad band access area. So that divide is also fast disappearing.

Now we have a platform where an application, a software application is developed in one corner of the country, to solve one particular type of problem and that application is carried over to some other part of the country, the language issues are easily solvable because user interface can be overlaid on the basic computer software and what is developed in Malayalam is easily portable to Marathi, and what is developed here can be easily be portable to Telegu. That has now become possible. But all of us sitting in our offices, in our Ministries, in our Municipalities, in our businesses, we all were in a great hurry to use computers and the power of ICT and we all started developing applications and we bought hardware locked into operating systems and then we suddenly realized that the same application has been developed in every single state of the union, every business has got application from some or the other vendor and there is a huge duplication of efforts, huge reinventing of wheel and a lot of effort and money were being wasted and so a robust application which would have worked beautifully in one state or one environment could easily be carried over to the other state without re-inventing the wheel and with that concept the idea of e-Governance conference was born - where we invite the stakeholders from all states, some state offers to host the conference and we are fortunate that Maharashtra was able to hold the conference this year, last year it was Rajasthan and before that it was Goa and then we showcase the best practices, there is an exhibition and there are awards. Committee sits and decides which are the best applications which deserve to be celebrated, which deserve to be published and which deserve to be shared across the country. And the important part of the e-Governance Conference is the awards and the applications which has won those awards. This is an important initiative to bridge the digital divide. Of course it is not easy, because once you develop something on your own environment you become familiar with it. You don't want to give it up. But the basic idea of the e-Governance Conference is to get the decision makers in the State, the IT Secretaries, the Administrative Reform Secretaries, the e-Governance Secretaries, the Officers, all to come, sit for two days, discuss, see each others work, appreciate each other's work, learn from somebody and tell others what good work you have done. And I think the Conference grows in maturity with the years, becoming popular and as this 14th Conference is being held in my State, of Maharashtra, city of Aurangabad. To begin with let me once again welcome all of you. Aurangabad is fast becoming a major industrial township, industrial centre. It is on the path of Delhi-Mumbai Industrial corridor. We have plans for setting up major industrial parks, industrial conference centres and I think it will be a very good host to international and national companies who are looking for expansion, for setting new business, the city of Aurangabad and the IT Department, Government of Maharashtra, we welcome all of you to come and locate yourselves here. In the meanwhile of course, Ms. Fauzia T. Khan outlined what Maharashtra is doing in e-Governance activities. We have taken some initiatives and we have some very successful initiatives that have really changed the lives of the people. The theme of this Conference is about 'Delivery of Services' and that is where we can make contribute in efficient

delivery of services, which change the lives of the people and that is a very appropriate and timely theme, so that e-Governance does not remain locked up in offices and businesses and it reaches the rural areas, it reaches the common man, it reaches the aam aadmi. And it is making a difference. Now the next phase of bridging of the digital divide is the ambitious project by the Government of India of identifying every human being living in this country with a unique identity. The prestigious 'Aadhar' program, the unique identity program. It is a great challenge for all the software developers who have gathered here to integrate the UID concept into whatever people oriented applications that you have developed.

As you know the UID project was launched in our State by Prime Minister, Dr Manmohan Singh and the UPA Chairperson Mrs. Sonia Gandhi came to Thane District, and then launched National Aadhar Programme, National UID Programme in Maharashtra. Maharashtra will lead other states giving the identity - unique identity to its citizens ahead of other states. We have rolled out massive program of identifying our citizens and giving them Unique ID number in all our districts and I think the target set by the Planning Commission will be more than met by Maharashtra, but the challenge is how to use identity which has been generated, the number which has been generated, into the applications you have developed, applications like e-Seva, application like electricity bill payment, whether it is Public Distribution System whether it is water charges. The moment you are able to integrate the unique ID and method of identifying a person with some reader equipment, readers which will identify the IRIS scan, identify photograph, finger prints, so you could just give the 12 digit number, and the machine will immediately talk to the central server, central computer and within a matter of seconds tell you indeed that you are the person you claim to be and therefore false identity, particularly in the area of public delivery, where people are using wrong identity and taking food meant for others and selling in the black market. All these problems that we have seen in the area of public service delivery will go away. This Conference particularly, this year's theme of the Conference focuses on public e-Governance delivery and naturally use of unique ID into whatever you do. It is a great challenge for software developers and it is a great challenge for people who Govern, so that they can really design the forms, design the systems, design the user interface so that the unique ID number which will be available, by the end of this year to majority of the citizens in the state, in the country and almost 60-70 percent people will be covered sometimes in next year. This applications which you have developed and the hardware that is now becoming available and ever so cheaper, there is also a hardware revolution going on in the world with more and more affordable equipment more and more high resolution screens and the marriage of hardware to the broadband wireless technologies are available to the user, the ultimate beneficiary. I saw the program, we have got a very rich programme of deliberations, besides awards, which of course is a very exciting moment, to be acknowledged by your peers, for the work that you have done, the work that have been implemented in various parts of the country, in various state governments, various central government departments and that work is acknowledged by your peer groups as the best work done during this year in the country. This is indeed a moment to celebrate but not only to celebrate, not only to win awards, is also a moment that others should take seriously what work has been successfully implemented and to try and see, rather than reinventing the wheel, if that work can be implemented and ported in their own environment, in their own working language, specific differences that you have in their own government systems. Maharashtra has many e-initiatives to discuss UID, integration program. UID exercise which is being done by the Central Government we are implementing it, but after the UID number comes it must be implemented in all our works and that is a major initiative that we are doing, our Maha e-Seva Kendras, well we are launching e-Government policy, we have Maharashtra State Wide Area Network (MSWAN), the State Data

Centres, launched e-tendering system because there were mal practices in physical paper based tendering, which have now disappearing. A very ambitious document managing system, where scanning all our government old files, preserving them electronically. We are trying to see that in future, paper based files will not be used, but electronic files will be used, there is a issue about mindset, people are not happy, to work on computers directly, record their notes on computers directly and it will take some time, but infrastructure and if any body wants to use e-files, is being put in place.

At the same time, you have got very ambitious e-District project which gives whole lot of public services to citizens and the state service delivery gateway, which identifies 88 services and more than anything else, Maha e-Online website, also efforts taken in capacity building for e-Governance.

Now this conference will of course showcase and highlight what Government of Maharashtra has done and is doing and will be doing and will also try to see what best practices we can develop for other states, with effective use of bio-metrics for National security, use of digital imaging for space, for finding out flood lines, disaster management, National Security position of digital cameras and many-many innovative areas are being looked at. It is very difficult to describe all that we are doing in Aurangabad and that we'll be doing, in the next couple of days here. I also invite you to visit Aurangabad most important tourist destination , some gems hidden in this environment , Ajanta and Ellora rock temples, the likes of which do not exist anywhere in this world, work done by India over 2000 years ago, architectural skills, people who carved the rocks, the structural engineering of those people and is seen to be believed. This is an historically important city and while you do hard work in the conference please take time for some entertainment program today and there are some sightseeing visits from tourist's point of view, Ajanta and Ellora Caves.

I will end, once again by welcoming you all to please enjoy the conference please enjoy Aurangabad. And let us build networks within our states with the Central Government and the Government of Maharashtra, which is very pro-active, connecting with you and really see the digital divide disappears with e-Governance becoming a reality, which has been promised to us for a long time.

Thank you very much.

Inaugural Address

Shri K. Sankaranarayanan
Governor
Maharashtra



Shri Prithviraj Chavan, Hon'ble Chief Minister of Maharashtra, Shri V. Narayanswamy, Hon'ble Minister of State for Planning, Parliamentary Affairs, Personnel, Public Grievances and Pensions, Ms. Fauzia T. Khan, Hon'ble Minister of State, Government of Maharashtra, senior, officials from the Central, State and local Governments, delegates, ladies and gentlemen.

I am delighted to be here this morning to officiate the opening of the 14th National Conference on e-Governance and to inaugurate the Exhibition.

I take this opportunity to welcome the Hon'ble Ministers and the many important Government officials and delegates to this two day meet.

I congratulate the Department of Administrative Reforms & Public Grievances, the Department of Information Technology, Government of India and the Directorate of Information and Technology, Government of Maharashtra for organizing the conference on assessing the status of e-service delivery in rural areas with focus on agriculture.

This Conference has become an excellent platform where leaders, officials, civil society organizations, industry and academecia can exchange their ideas on making governance people-centric and people friendly.

Maharashtra is one of the most progressive States in the country in terms of economy and development. The State is also a leader in e-Governance. It is therefore appropriate that, Maharashtra has been chosen to host this year's conference.

Ladies and Gentlemen, We are living through exciting times. Post globalization, we have witnessed revolutions in Information Technology, Communications, Space Science, Nuclear Technology, and so on. The life in cities and towns has altered beyond recognition from what it was 20 years ago.

The Indian economy has strongly emerged as the fourth largest economy in the world. India has become the cynosure of the world for consistently registering a growth rate of around 9% during the last few years. In order to continue our growth momentum, we have to make sure that the growth is inclusive and touches the life of the last person on the radar.

Why we need inclusive growth? A large number of people in India are yet to benefit from our economic growth and prosperity. A significant number of people are living below the poverty line. This includes rural and urban poor, women in rural areas, and particularly the people belonging to the Scheduled Castes, Scheduled Tribes, Backward Classes, minorities and the physically challenged. Improving Governance requires that the benefits of social and economic progress reach all these sections of society. The basic objective of Governance is, and must remain, welfare, of the people, welfare of the last person, **Antyodaya**.

Good Governance implies people's participation, rule of law, transparency, responsiveness, equity and inclusion and accountability.

Decentralization of governance is very important. This is because it is a participatory form of governance that empowers people down to the grassroots level.

The 73rd and 74th amendments to the Constitution were landmark steps towards taking democracy to the people. We have to give greater powers to the Panchayati Raj institutions to achieve the objective of Good Governance and e-Governance. The Panchayati Raj institutions can function effectively only when there is proper training and capacity building at various levels.

We need to train people's representatives and at the time we need to train our officials down upto the clerical level or to the Talathi level. Having said that no amount of training will be enough if officials lack moral values, principles and motivation to serve.

Public servants and officials must have humane feelings towards the people. Discipline and dedication to duty and the spirit of service to society must be inculcated among those who deal with the people. We need to change the attitude and mindset of public servants and officials so that they are sensitive to the rights of citizens.

Secondly, proper cooperation and coordination between all levels of administration is very important.

If we are providing computers to a school in say Gadchiroli district, we have to first ensure that the village school has proper classrooms and power supply to run the computer and also trained teachers to teach the students how to use computers.

One of the biggest hurdles in good Governance is corruption. Corruption is spoiling the fair image of the country in the eyes of the world. Corruption is preventing the fruits of development from

reaching the common man. There is widespread resentment in society and media over corruption and its magnitude. In some departments, corruption has almost become a norm. I dream of a day when corruption will become redundant. I want e-Governance to make this happen by simplifying procedures and removing unnecessary requirements.

Today we are talking of e-Governance. e-Governance does not mean merely computerizing offices, launching websites and opening information out-lets in rural and urban areas. e-Governance is about efficient Governance, effective Governance and empowering Governance. The ultimate goal of e-Governance is to make all public services accessible to the common man in his locality at affordable costs.

The theme for this year's conference, namely, 'Rural e-Service Delivery Status & Challenges' is commendable. Many States and Central Government departments have developed e-Services in selected areas. All the remaining States need to replicate such successful services in their own regions.

I am eager to see e-Governance projects in agriculture sector that would provide visible benefits to farmers and rural people.

I do hope that the delegates will apply their mind to address issues like timely provision of advice to farmers, food security, marketability and commercial information relating to agricultural products, enhancing crop and land productivity and enhancing the reach of credit services to farmers.

I have great expectations from your deliberations. I congratulate the winners of all the National Awards for e-Governance and convey my best wishes for the grand success of the Conference and the Exhibition.

Jai Hind !! Jai Maharashtra !!

Vote of Thanks

Dr Nitin Kareer
Secretary (Information Technology)
Government of Maharashtra



Hon'ble Dignitaries, Delegates, Friends

It gives me great pleasure to be here to propose this vote of thanks at the inauguration of 14th National conference on e-Governance. I would like to thank Hon'ble Governor for his presence, for agreeing to inaugurate this event, for his words of encouragement, for the direction that he has shown for the state and for all of us across the country, in terms of the e-Governance initiatives that we need to take.

I would like to place my sincere thanks to the Hon'ble Chief Minister and Minister of IT, Government of Maharashtra for an overview and for putting before all of us the logic behind the function. It is indeed a testimony to the commitment that he has given to our department, to the emphasis that he lays on transparency in systems and to the very very stiff targets he puts before us that today as he completes three months in office, I am very proud to announce that Directorate of Information Technology, Government of Maharashtra is now completely paperless. We move only on e-Files.

I would like to thanks Minister of State in Prime Minister's office, Shri Narayanswamy ji for having given us the opportunity to host this conference in Maharashtra and for agreeing to Aurangabad as a venue. There were lots of issues about, whether it would be possible? Can we do such a national level conference in Aurangabad? What about the delegates? Will they be able to come? Things like that. There were numerous questions that were asked and I am really really thankful to him for having agreed to the choice of the city. We were very keen to showcase Aurangabad as a place that could host conventions and conferences and the success of this conference, I am sure will lead to that focus on this emerging city in Maharashtra.

I would like to thank Minister of Revenue & Minister of Cooperation from Maharashtra for having graced this occasion. My special thanks to Minister of State, IT for her unstinted support to the department and in also helping us define the vision of the department.

Thanks also to Secretary, DARPG, our own Additional Secretary, DARPG and Additional Secretary, DIT, who have been here for the last couple of days, who have been encouraging us for last month or so, who have been giving directions, and who are personally following up to ensure that everything goes right in the conference.

Special thanks to Divisional Commissioner and specially collector Aurangabad, Kunal and his team. Kunal is one of our more IT-savvy collectors and he is doing great work in e-Governance. His team has taken lot of effort to make sure that your stay here is as comfortable as possible.

Thanks also to the Director, IT, Vijaya and her team for having put in the effort, for all backstage work that has gone into making this conference.

Special thanks to all of you dear delegates, who have come from across the country, who will be here, who will participate in this conference, who will bring their experiences in the conference and take away the best practices that have emerged in the various parts of the state. Thank you all of you.

Special congratulations to all the awardees who have come here and who will show us the direction in which they have gone. I am sure that the awardees from other states will be an encouragement to all the Secretaries from Government of Maharashtra, who are present here and I am sure they will storm the awards function next year.

Thank you very much.