

Crime and Criminal Tracking Network & Systems

Awareness and Sensitization of Benefits of ICT

e-governance includes:-

- 1. Initiatives**
- 2. Mission Mode Projects**
- 3. National e-governance Plan**

Intoduction to e-Governance

e-Governance:-

- The National e-Governance Plan of Indian Government seeks to lay the foundation and provide the impetus for long-term growth of e-Governance within the country. This section provides information on creation of the right governance and institutional mechanisms, setting up the core infrastructure and policies and implementation of a number of Mission Mode Projects at the Center, State and integrated service levels.

e-Governance Initiatives:-

1. Initiatives:-

e-Governance in India has steadily evolved from computerization of Government Departments to initiatives that encapsulate the finer points of Governance, such as citizen centricity, service orientation and transparency. The National e-Governance Plan (NeGP), takes a holistic view of e-Governance initiatives across the country, integrating them into a collective vision and a shared cause. In this section we are highlighting the initiatives of the Central and State governments to bring public services closer to the citizens.

e-Governance Initiatives:-

I. Central Initiatives

II. State Initiatives

i) Central Initiatives:-

In India, the main thrust for e-Governance was provided by the launching of NICNET in 1987 – the national satellite-based computer network. This was followed by the launch of the District Information System of the National Informatics Centre (DISNIC) programme to computerize all district offices in the country for which free hardware and software was offered to the State Governments. NICNET was extended via the State capitals to all district headquarters by 1990. In the ensuing years, with ongoing computerization, teleconnectivity and internet connectivity established a large number of e-Governance initiatives, both at the Union and State levels.

The Central initiatives include:

- National e-Governance Plan (NeGP)
- National e-Governance Division (NeGD)
- e-Governance Infrastructure
- Mission Mode Projects
- Citizens & Business Services
- Projects and Initiatives
- R&D in e-Governance
- Model RFPs for e-Governance Project
- Reference Documents

ii) States Initiatives

- Several State Governments have taken various innovative steps to promote e-Governance and have drawn up a roadmap for IT implementation and delivery of services to the citizens online. The applications that have been implemented are targeted towards providing Government to Citizen (G2C), Government to Business (G2B) and Government to Government (G2G) services with emphasis on use of local language.
- Every State has the flexibility of identifying up to five additional State-specific Mission Mode Projects (relevant for economic development within the State). In cases where Central Assistance is required, such inclusions are considered on the advice of the concerned Line Ministries/ Departments. States have MMPs on Agriculture, Commercial Taxes, e-District, Employment Exchange, Land Records, Municipalities, Gram Panchayats, Police, Road Transport, Treasuries, etc. Apart from MMPs the States have other e-Governance initiatives. To check State-wise e-Governance services

2. Mission Mode Projects:-

Mission Mode Projects (MMPs) are individual projects within the National e-Governance Plan (NeGP) that focus on one aspect of electronic governance, such as banking, land records or commercial taxes etc. Within NeGP, "mission mode" implies that projects have clearly defined objectives, scopes, and implementation timelines and milestones, as well as measurable outcomes and service levels. NeGP comprises 31 mission mode projects (MMPs), which are further classified as state, central or integrated projects. Each state government can also define five MMPs specific to its individual needs.

Mission Mode Projects includes:-

- **Central MMP's**
- **State MMP's**
- **Integrated MMP's**

- **Central MMP's:-**

Central Government Ministries/Departments take up responsibility for implementing Central Sector MMPs in pursuance of National eGovernance Plan (NeGP), under the overall guidance of respective Line Ministries. In cases where Central assistance is required, an apex Committee has been constituted at the Central level to provide necessary guidance.

The various Central Mission Mode Projects (MMP's) under NeGP are: -

1. Banking
2. Central Excise & Customs
3. e-Office
4. Income Tax (IT) Insurance
5. Insurance

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6. MCA21
 7. National Citizen Database (NCD/MNIC)/ UNIQUE ID (UID)
 8. Passport, Immigration & Visa
 9. Pensions

- **State Mission Mode Projects (State MMP's) :-**

State Governments have taken the initiatives for implementing State Sector MMPs, under the overall guidance of respective Line Ministries. In cases where Central assistance is also required an Apex Committee has been constituted at the State level headed by the Chief Secretary with similar functions of the apex committee created at the Center.

The various State Mission Mode Projects (MMP's) under NeGP are: -

1. Agriculture
2. Commercial Tax
3. e-District
4. Employment Exchange
5. Gram Panchayats
6. Land Records
7. Municipalities
8. Police
9. Property Registration
10. Road Transport
11. Treasuries

• **Integrated Mission Mode Projects (Integrated MMP's) :-**

The various Integrated Mission Mode Projects (MMP's) under NeGP are: -

1. Common Service Centers (CSCs)
2. e-Biz
3. e-Court
4. e-Procurement
5. EDI (Electronic Data Interchange)
6. India Portal (www.india.gov.in)
7. National e-Governance Service Delivery Gateway (NSDG)

3. National e-governance Plan:-

- The National eGovernance Plan (NeGP) is an initiative by the government of India to connect eGovernance systems throughout the country and create a nation-wide network for electronic delivery of government services.
- NeGP comprises 27 mission mode projects (MMP), which are further classified as state, central or integrated projects. Within NeGP, "mission mode" implies that projects have clearly defined objectives, scopes, and implementation timelines and milestones, as well as measurable outcomes and service levels.

Implementation Strategy, Approach and Methodology of NeGP:-

- Implementation of e-Governance is a highly complex process requiring provisioning of hardware & software, networking, process re-engineering and change management. Based on lessons learnt from the past and the experience from successful e-Governance applications, the approach and methodology adopted for NeGP contains the following elements:

i. Common Support Infrastructure

ii. Governance

iii. Centralised Initiative, Decentralised Implementation

iv. Public-Private Partnerships (PPP)

v. Integrative Elements

vi. Programme Approach at the National and State levels

vii. Facilitator role of DEITY

viii. Ownership of Ministries

Strategies for E-Governance in India

1. To build technical infrastructure/framework across India:-

- India lacks a full fledged ICT framework for implementation of e-governance. Complete implementation of E-governance in India will include building technical Hardware and Software infrastructure. It will also include better and faster connectivity options. Newer connectivity options will include faster Broadband connections and faster wireless networks such as 3G and 4G. The infrastructure must be built by Government, Private Sector as well as individuals. Infrastructure will also include promotion of Internet Cafes, Information and Interactive Kiosks. However while building technical infrastructure, disabled persons must also be considered. The technology implemented, shall incorporate the disabled persons.

2. To build institutional capacity:-

- Apart from building technical infrastructure, the Government needs to build its institutional capacity. This will include training of Government employees, appointment of experts. Alongwith the Government has also to create an Expert database for better utilisation of intellectual resources with it. Apart from this, the Government has to equip the departments with hi-technology and has also to setup special investigating agency.

3. To build legal infrastructure:-

- For better implementation of e-governance, the Government will need to frame laws which will fully incorporate the established as well as emerging technology. Changing technology has changed many pre-established notions; similarly the technology is growing and changing rapidly. It is important, that the Government makes laws which incorporate the current technology and has enough space to incorporate the changing future technology. These IT laws need to be flexible to adjust with the rapidly changing technology. Currently India has only the IT Act, 2000 which is mainly an E-Commerce legislation. India has also modified many laws to include electronic technology, however it is not sufficient to cover e-governance completely.

4. To build judicial infrastructure:-

- Overall technological awareness in current Judges is very low. The judiciary as a whole needs to be trained in new technology, its benefits and drawbacks and the various usages. The judiciary may alternatively appoint new judges with new judges and setup special Courts to deal with the matters relating to ICT. The Government can also setup special tribunals to deal with matters relating with ICT.

5. To make all information available online:-

- The Government has to publish all the information online through websites. This can be facilitated through centralised storage of information, localisation of content and content management. The information of government is public information, therefore the citizens are entitled to know every piece of information of the Government, because the Government is of the People, by the People and for the People.

6. To popularise E-governance:-

- Literacy percentage in India is alarming. The whole world is moving towards e-governance, but India still lacks in the literacy department. The people need to be educated and made e-literate for e-governance to flourish. There are very few e-literate people in India is very low. The Government needs to campaign for e-governance, increase people's awareness towards e-governance. Government can only encourage people to go online if it can make people feel comfortable with e-governance. This can be done through educating the people about the advantages of e-governance over physical governance. This can also be done through raising awareness of the leaders who can motivate the people to go online.

7. Centre-State Partnership:-

- Indian setup is quasi-federal. Therefore Centre-State and inter-state cooperation is necessary for smooth functioning of the democratic process. This cooperation is also necessary for successful implementation of e-governance. This cooperation shall extend to Centre-state, inter-state and inter-department relationships. For the same the Government can setup a Central Hub like the current Government of India portal, for accessing the information of all the organs of the central government and also all the state government. The states can cooperate with the Centre to create a National Citizen Database.

8. To set standards:-

- Finally it is important to set various standards to bring e-governance to the quality and performance level of private corporate sector. The Government of India is currently working on standards management and has various drafts prepared for the same. These standards include following: Inter-operability standards, Security standards, Technical standards, Quality standards. Government websites in India currently have no uniform standard. Many Government of Maharashtra websites differ in standards within even two of its webpages. There is no set standard as to quality of the information, document, the formats, etc. It is very important for the Government to set uniform national standards to be followed by all the Governments and agencies.

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