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राष्ट्रीय इ-गवर्नेंस योजना  
**National e-Governance Plan**

## Background:

Over the years, a large number of initiatives have been undertaken by various State Governments and Central Ministries to usher in an era of e-Governance. Sustained efforts have been made at multiple levels to improve the delivery of public services and simplify the process of accessing them. The basic lessons that emerged from the various e-Governance initiatives were:

- Need for political ownership at the highest level and a national vision for e-Governance for successful implementation of the programme.
- A dedicated team with a stable tenure from within the organization to conceptualize and implement the programme down the line.
- New areas of public-private partnership in making e-Governance possible should be continuously explored.
- Defined architecture, standards and policies addressing issues of security, privacy, etc.
- An urgent need to develop the basic core and support infrastructure for e-Governance such as Data Centers, Wide Area Networks and the physical access points for delivery of government services, which would be common to all departments and where services could be delivered at the doorstep of the citizen in an integrated manner.
- Need to start with small pilots before scaling-up, as IT projects take a long time to implement and often there are modifications to be incorporated along the way.
- Issues of re-engineering and management of change are of paramount importance in comparison to technical issues associated with e-Governance.

# NeGP

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National e-Governance Plan (NeGP) takes a holistic view of e-Governance initiatives across the country, country integrating them into a collective vision, a shared cause. Around this idea, a massive countrywide network infrastructure reaching down to the remotest of villages is evolving, and large-scale digitization of records is taking place to enable easy, reliable access over the internet.

## Objectives:

The ultimate objective is to bring good tangible governance to the citizen's doorstep. After all, accessing land records, obtaining birth certificates and passports, filing income tax returns and getting medical opinion from the country's best doctors should be as simple as clicking mouse. And as near home as the neighborhood shop!

## Vision:

Make all Government services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency and reliability of such services at affordable costs to realize the basic needs of the common man.

- Birth Certificate, Health Care for the Child.
- School Admission, Scholarships, e-learning, Examination Result for Student.
- Employment Services, Vehicle Registration, Driver's License, Passport/Visa for Youth.
- Agriculture, Land Record, Property Registration, Marriage Certificates, Taxes, Utility Services, Municipality Services for Family.
- Pensions, Insurances, Health Care, Death Certificates for Old age.

## E Governance in India:

The e-Governance scenario in India has evolved from computerization of Government Departments to initiatives which encapsulate the finer points of Governance, such as, citizen centricity, service orientation and transparency.

NeGP is a major initiative of the Government of India, the first time under which a concerted effort is being made to take Information Technology to the masses in areas of concern to the common man. It aims to make most services available online, ensuring that all citizens would have access to them, thereby improving the quality of basic governance on an unprecedented scale.

The approach, implementation methodology and management structure for National e-Governance Plan (NeGP) was approved by the Government in 2006. Experiences from successes as well as failures of the various previous initiatives played an important role in shaping the e-Governance strategy of the country.

Due cognizance was taken of the notion that if e-Governance was to be speeded up across the various arms of Government at the National, State and Local levels, a programme approach would need to be adopted, guided by a common vision and strategy.

This approach was seen as having the advantage of enabling huge savings in costs via sharing of core and support infrastructure, enabling interoperability through standards. This approach was also seen as a step towards presenting the citizen a seamless view of Government.

## The NeGP Universe:

NeGP has a three tier architecture. The **Common Service Centres (CSCs)** are the front-end delivery points for a range of citizen services. The common man feels empowered when he is able to get a service in a transparent manner, at a convenient location and at an affordable cost. These centers also provide employment to the entrepreneurs running them, besides being useful in rolling out all kinds of governmental schemes such as those for financial inclusion, enumeration of data, insurance and IT education.

The second tier is of the common and support infrastructure that can allow information to be shared electronically between different agencies of the government and with citizens. Included in it, are the **State Wide Area Networks (SWANs)**, which form the converged backbone network for data, voice and video throughout a state / UT and the **State Data Centers (SDCs)** which can provide common secure IT infrastructure to host state-level e-government applications and data.

The third tier comprises the 27 **Mission Mode Projects (MMPs)** which will transform high priority citizen services from their current manual delivery into e-delivery. Each MMP is owned and spearheaded by the relevant ministry/agency of the national government or by a state government, and is called 'mission mode' because it has a definite timetable, service levels, project implementation team and process reengineering plans.

## Role of Department of Information and Technology:

- Assist in Managing the NeGP
- Provide Technical and other assistance
- Provide common core and support infrastructure

## Mission Mode Projects:

There are 27 Mission Projects under the NeGP that encompass 9 Central, 11 State and 7 Integrated MMPs spanning multiple Ministries/Departments. "Mission Mode" implies that the objective and the scope of the projects are clearly defined, there are measurable outcomes (service levels) and well-defined milestones and timelines for implementation.

MMPs are owned and spearheaded by various Line Ministries concerned for Central, State, and Integrated MMPs. The concerned Ministry/ Department is entirely responsible for all decisions related to their MMPs. However, decisions impacting NeGP as a whole are taken in consultation with DIT. Additionally, wherever required by the concerned Ministries/ Departments, DIT provides necessary support for project formulation and development.

Every State has the flexibility of identifying up to 5 additional State-specific MMPs (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.

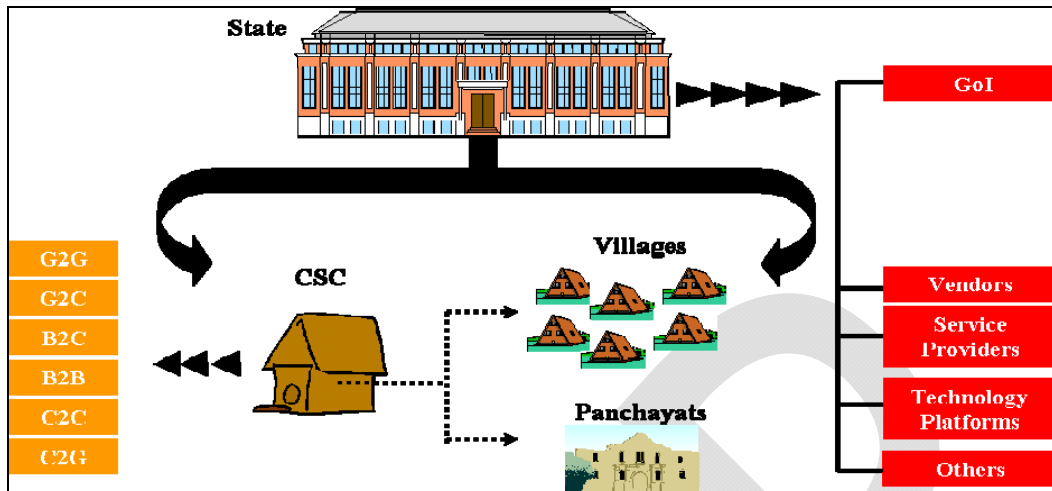
Central MMPs	State MMPs	Integrated MMPs
1) MCA 21	1) Land Records (NLRMP)	1) CSC
2) Pensions	2) Road Transport	2) e-Courts
3) Income Tax	3) Agriculture	3) EDI/e-Trade
4) Passport and Visa / Immigration	4) Police (CCTNS)	4) India Portal
5) Central Excise	5) Treasuries	5) National e-governance Service Delivery Gateway(NSDG)
6)Banking	6) Municipality	6) e-Biz (Pilot)
7) MNIIC (Pilot) / NPR	7) e-District (Pilot)	7) e-Procurement
UID	8)Commercial Taxes	
8) e-office (Pilot)	9) Gram Panchayat	
9)Insurance	10)Employment Exchange	
10) Immigration		

## E-Governance Infrastructure:

### ➤ Common Services Centres:

The Government has approved a Common Services Centres (CSCs) Scheme for providing support for establishing 100,000+ Common Services Centres across 600,000+ villages. The Scheme, as approved by the Government of India, envisions CSCs as the front-end delivery points for Government, private and social sector services to citizens of India, in an integrated manner. The objective is to develop a platform that can enable Government, private and social sector organizations to align their social and commercial goals, especially for the benefit of the rural population in the remotest corners of the country through a combination of IT-based and other services.

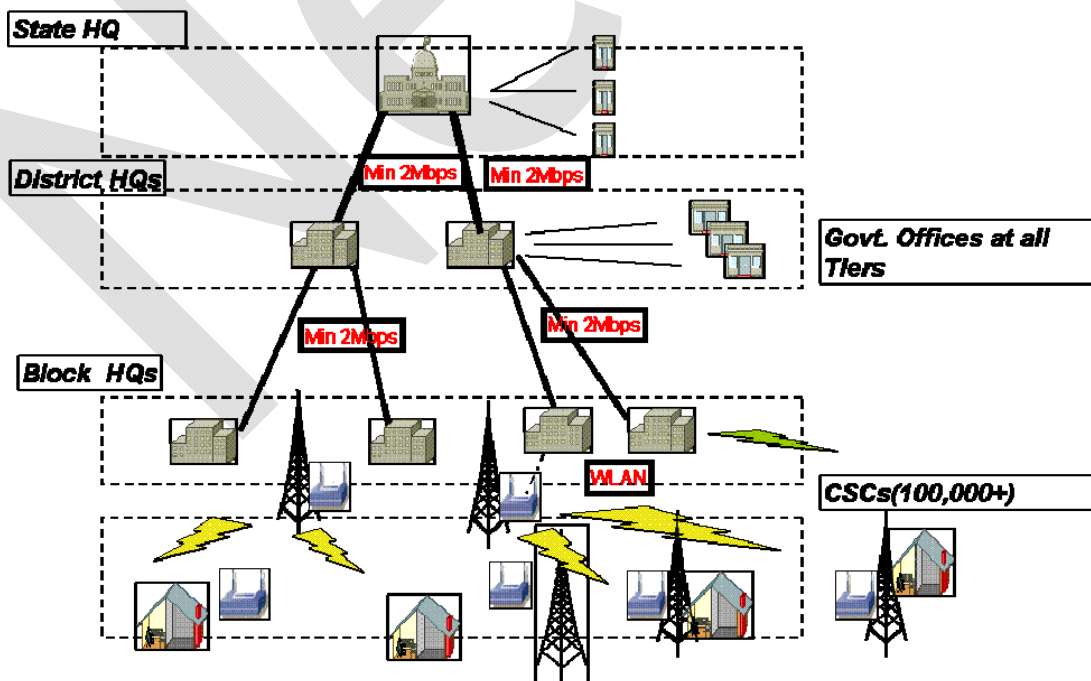
The CSCs have the ability to provide high quality and cost-effective video, voice, and data content/services in the areas of e-Governance, education, health, telemedicine, entertainment etc. A highlight of the CSCs is that they can offer web-enabled e-Governance-related services in rural areas such as application form download, certificates, payments of electricity, telephone, water, and other utility bills.



### ➤ State Wide Area Network (SWAN):

The State Wide Area Networks (SWAN) Scheme is one of the three Core Infrastructure Components. It has an estimated outlay of Rs. 3334 Crores, and was approved by the Govt. of India in March 2005 with an objective to set up SWANs interconnecting each State / UT Head Quarter with District Head Quarter, and each District Head Quarter with the Block Head Quarters with minimum 2 Mbps leased line.

The objective of the Scheme is to create a secure close user group (CUG) Government network for the purpose of delivering G2G and G2C services. The duration of project is 5 years with a pre-project implementation period of 18 months. The project is being implemented as a Central Sector Scheme with Rs. 2005 Crores as Grant-in-aid from Department of Information Technology and balance fund from the State Plan fund under Additional Central Assistance (ACA) allocation.



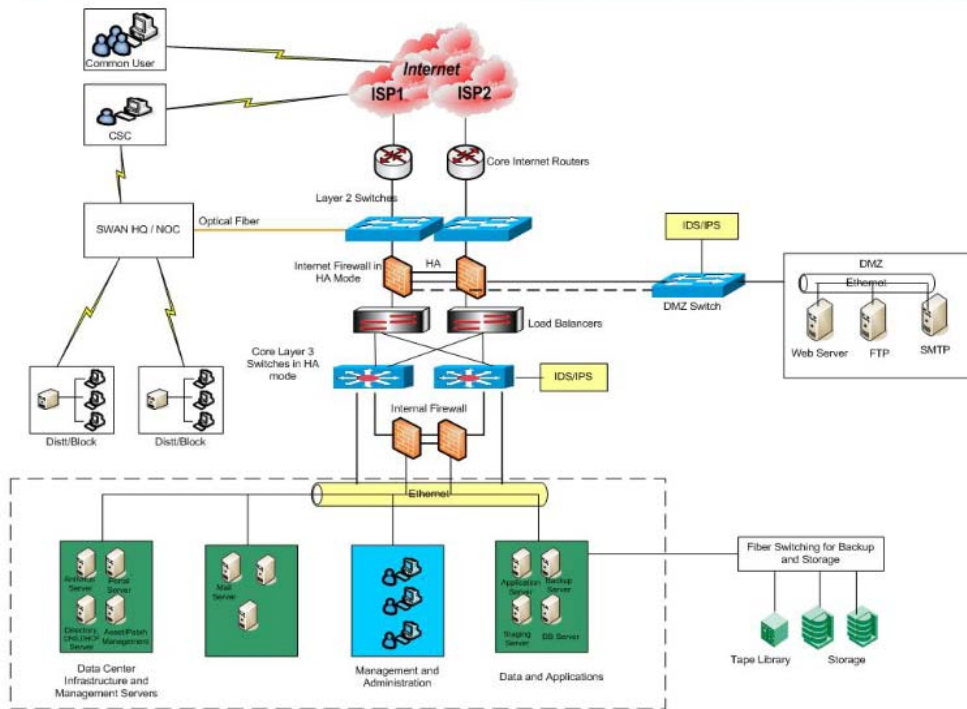
➤ **State Data Centre(SDC):**

**State Data Centre (SDC)** is another of the three Core Infrastructure Components.

Under NeGP, it is proposed to create SDCs for the States to consolidate services, applications and infrastructure to provide efficient electronic delivery of G2G, G2C and G2B services. These services can be rendered by the States through common delivery platform seamlessly supported by core connectivity infrastructure such as State Wide Area Network (SWAN) and Common Services Centre (CSC) connectivity extended up to village level.

SDCs provide rich functionality, such as, acting as the Central Repository of the State, Secure Data Storage, Online Delivery of Services, Citizen Information/Services Portal, State Intranet Portal, Disaster Recovery, Remote Management and Service Integration. SDCs would also help minimize overall cost of Data Management, IT Resource Management, Deployment and other costs.

**State Data Centre Reference Architecture**





## NeGP in Gujarat:

### 1) Gujarat State Wide Area Network (GSWAN):

The Gujarat State Wide Area Network (GSWAN) was implemented in 2001-02 by the Government of Gujarat. It was implemented on BOOT basis for 8 years. The end-to-end IP based network was designed for service convergence (voice, video and data) on the same backbone.

GSWAN acts as an information highway that facilitates intra-governmental communication. It provides a secured video conferencing facility between State and District Headquarters which now extends to Taluka Headquarters. It provides network support and has been a basis for the success of e-governance applications like e-Dhara (Land Records), Hospital Management Information System, Value Added Tax Information System, Home Department Integrated IT Solution, etc.

The GSWAN connects all the 26 districts and 225 Talukas on 2 Mbps leased circuits. It also connects 7 districts on 8 Mbps, 18 Districts on 4 Mbps and one district with 2 Mbps to State Data Center at Gandhinagar using leased circuits provided by BSNL, Reliance and Tata Tele Services.

More than 3300 district and taluka-level government offices are interconnected with an average 70 departmental offices at district locations and 5 offices at Taluka locations connected to GSWAN. It has also created over 20,000+ e-mail IDs for government officers all over Gujarat and more than 255 websites are hosted for various departments and offices.

### 2) Gujarat State Data Centre (GSDC):

Gujarat State Data Centre (GSDC) under NeGP is the first SDC made Operational in India.

Gujarat State Data Center (GSDC), set up at the Bureau of Economics and Statistics by the Government of Gujarat, became operational in Gandhinagar, the state capital since 2008. The GSDC has been connected to all the government offices through Gujarat State Wide Area Network (GSWAN) infrastructure.

Gujarat State Data Centre (GSDC) is:

- Key-supporting element of e-Government initiatives, with greater reliability, availability and serviceability.
- A mediator & convergence point between open unsecured domain and sensitive government environment.
- Enables departments to host their services/applications on a common infrastructure, Efficient management, optimum resources utilization
- Cost Optimization, Centralized Management, Better Security ,Scalability ,Interoperability are the major benefits of the GSDC.

- Various State applications like Integrated Workflow & Document Management System, Integrated Financial Management System, Land Record Information System (E-dhara), Registration of Documents, Hospital Management & Information System, Garvi ,Public Distribution System, Soil Health Card etc are hosted at GSDC.

### 3) Common Service Centers-eGram:

eGram project is implemented in 13685 Gram Panchayats (GP) equipped with VSAT linked personal computers to provide basic e-services and information dissemination.

- G2C Services through eGram
  - Basic Certificates Issuance (Birth, Death, Character & Income Certificate)
  - Land Right Records Certificates (7/12, 8-A)
  - Electricity Bill Collection Services
  - NREG related Work
  - All other Government Department Data Entry Works
  - Cyber Teaching Classes
  - ITI Admission Form Distribution and Submission
- B2C Services through eGrams
  - IRCTC (Indian Railway Catering & Tourism Corporation)
  - PCO Center & Mobile Recharging
  - APMC Rate
  - Insurance Services
  - On line Education
  - All Other Internet Based Services like Merit list, on line Application form Filling etc..
  - DTP Work
  - Utility Bill Payment Service

### 4) Land Records:

e-Dhara, a system that enabled the access and maintenance of Village Land Records in an easy, transparent and secure manner, was introduced in Gujarat. This application allowed the conversion of physical village land records into electronic ones. When all records digitized and the processes also finalized with workflow. Gujarat state introduced e-Jamin project in July 2010 and replicated throughout the state by Feb.2011



Land Record Information System implemented in all 26 Districts, 225 Talukas covering 18,500+ villages – Operational since 2005. The RoRs (operational in 26 Districts, 225 Talukas) facilitate the provision of computerized land records. Till now e-dhara has provided 9.8 million Village Forms (VF) Nos. 7x12 and 5.6 million VF No. 8A.

e-dhara has integrated with projects like e-GVG and e-jamin, making them more accurate and user-friendly. Software like BhuLekh Soft boost the efficiency of the services provided under this program. Photo and finger print capturing is going on in almost all districts.

### **5) Property Registration:**

243 Sub Registrar Offices across Gujarat have been computerized. Registration of documents in off line mode through outsourcing arrangements implemented all over state. Stamp selling through franking (banks), Post-offices and e-Stamping.

Gujarat was the FIRST State to launch e-Stamping in the country. As on date 231 Sub Registrar / Mamlatdar offices have e-Stamping services near the Sub Registrar. Gujarat again is the FIRST State to have an e-Stamping facility at taluka level.

### **6) Agriculture-AGRISNET Project:**

Anand Agriculture University is appointed as an implementing agency for Agrisnet Project .Revised project report is under process by Anand Agriculture University.

### **7) Employment Exchange:**

www.talimrojgar.org portal implemented in 2002.This helps to match the requirements of employers and potential employees. It will also provide valuable guidance to the unemployed and can facilitate online registration of vacancies by employers. Computerized counseling is also likely to be made available to unemployed youth.

Online Employment registration, Integrated data of all ITIs & Employment Exchange, Search facility for job seekers/providers are available in portal.

### **8) Treasuries-Integrated Finance Management System:**

IFMS serves as an integrated solution for a consolidated database of the government expenditures and receipts across Gujarat. On-line updation, consolidation and aggregation of accounts through IFMS provided a real time financial position of state finances. Accurate MIS helped the decision making process for calculating budget and distribution of grants. The IFMS offered seamless interface with banks, AG Office, tax system as well as faster turn-around of treasury transactions.

The IFMS has been implemented in 25 district treasury offices, 2 pay and account offices (Ahmedabad & Gandhinagar), one pension payment office (Ahmedabad), more than 125 sub treasury offices, centralized directorate of pension and provident fund (DPPF) office, 23 local fund offices, centralized pay verification unit (PVU) and 6 sub units for board corporation & universities.

## 9) Commercial Taxes:

The Value Added Tax Information System (VATIS) was successfully implemented in April 2006. The application offered integration of investigation and enforcement activities with tax assessment so as to keep tax evasion or avoidance under check.

VATIS provides simple and user friendly interface for all the functionalities implemented in the system. It is modular in nature and directly maps to the functional processes.

The VATIS has sustained improvements in VAT revenue collections since 2006-07. Over 200 types of MIS reports and profiles of high tax paying dealers have been made available to the administrators for decision support. The e-return facility offers services to more than 1,50,000 dealers who use it on a monthly basis. It has been well accepted with features like instant invoice matching to check Input Tax Credit for refund and assessment.

## 10) Police- Home Department Integrated IT Solution:

The Home Department Integrated IT Solution (HD-IITS) serves as a one-stop solution for the Home Department of Gujarat and its law enforcement agencies. HD-IITS was conceptualized in early 2006 and piloted in different police stations.

The HD-IITS is an Integrated Crime and Criminal Information System acts as a huge inventory of data and is a web portal to offering prompt citizen centric services. It has computerized the Head of Departments (HoDs) functions. This assists the Government with human resource management, employee self-service and handling workflow.

The HD-IITS offers innovative solutions with integrated approach using state-of-the-art technologies such as face recognition, fingerprint readers, RFID devices, and barcode readers. Inter-departmental integration and data exchange is possible with the Crime and Criminal Tracking Network Systems (CCTNS) and Unique Identification Authority of India (UID). This system has also enabled an automated Human Resource Management System (HRMS) simplifying employee management for the administration.

## 11) Municipalities:

Stand alone Computerization of 154 Nagarpalikas is completed. Development of GIS database for municipalities & Surat Municipal Corporation is completed. Providing Citizen Centric Service through Municipal Corporation.

### **Following services/management functions under this MMP:**

- Registration and issue of birth and death certificate
- Payment of property tax, Utility Bills and Management of Utilities that come under ULBs
  - Property Tax & Water Supply and other Utilities
- Grievances and suggestions

- Building plan approvals
- Procurement and monitoring of projects
  - E-procurement & Project/ward works
- Health programme
  - Licenses & Solid Waste Management
- Accounting system & Personnel Information System.
- Grievances Handling, including implementation of the elements of the Right To Information Act, Acknowledgement, Resolution monitoring

### **12) Road Transport:**

Smart Card Project is implemented since 1999. Check Posts are computerized in 1999-2000. IT Road map is prepared. Vahan Sarthi project is implemented partially in the state.

### **13) e-District:**

Jan Seva Kendras operationalised in district collector's office and taluka level seva kendras operationalised in 225 talukas.

### **14) Capacity building:**

- Training on Awareness Level and functional level is provided to govt. officials.
- Computer proficiency linked at entry level and at promotional level.
- Various awareness workshops on NeGP were conducted.

## *eGovernance News*

### CSI-Nihilent eGovernance Awards 2010-11

The Computer Society of India's Special Interest Group on e-Governance has instituted a series of awards for recognizing the contributions made in the field of e-Governance in the country. These awards have been sponsored by Nihilent Technologies Ltd. The awards are given for recognizing the efforts made in e-Governance area, specifically during the year between 1st April 2010 and 31st March 2011 at the State, Department, District and Project level. .

There is active participation for these awards from State and Central Government establishments, Departments, District authorities and many Undertakings, research establishments. Participation by many of these Central and State level organizations have made these Awards an awaited event.

The award winners will be facilitated at the 46<sup>th</sup> CSI National Annual Convention during 1<sup>st</sup> – 3<sup>rd</sup> Dec 2011 to be held in Ahmadabad. It has been the endeavor of the selection committee members and the other senior professionals involved in the evaluation process to bring to the forefront good e-Governance initiatives of Government organization.

#### **The award categories are as follows:**

- ❖ Award of excellence – State Category:
- ❖ Award of Excellence – Department Category:
- ❖ Awards of Excellence in District Category:
- ❖ Award of Excellence – Project category:

The nomination & online submission / registration details are available on website [www.csinihilent-egovernanceawards.org](http://www.csinihilent-egovernanceawards.org) & the **last date for online submission is 22<sup>nd</sup> August, 2011.**



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