Chapter 1 : Digital India | National E-Governance Division (NEGD)

The "e" in e-Governance stands for 'electronic'. Thus, e-Governance is basically associated with carrying out the functions and achieving the results of governance through the utilization of ICT (Information and Communications Technology). While Governance relates to safeguarding the legal.

Technology is at the core of the idea of transforming the way India perceives governance. While computerisation of government departments was the first sign of progress that was seen in the 90s, the e-Governance in India has steadily evolved to be more citizen-centric, service-oriented and transparent. The thrust on applying information and communication technology ICT for delivering government services has been given by both the UPA and the NDA governments, although the latter has aimed more aggressively for it. Major e-Governance Projects in India Digital India initiative has been incubated to integrate administration and the citizens of the country. The initiative has three main components: Besides aiming at connecting rural India with high-speed internet networks, it also lays down the objective of making government services available to people electronically and reducing the paperwork. His emphasis on mobile governance is to be seen as a major push for the Digital India initiative. As per the initiative, tweets related to government services and developments will be delivered to those who sign up for the service. Electronic Delivery of Services In order to make the use of IT more pervasive, the NDA government plans to introduce interactive voice response systems to integrate buyer-seller platforms through mobile apps. This is a step towards making mobile phones an enabler for agriculture governance. The concept of digitising land records has not only brought transparency but also given 6. Farmers get unhindered access to their land details through kiosks across the state. Moreover, it eliminated the need for depending on middlemen. Gyandoot Madhya Pradesh This intranet-based service delivery initiative was launched in the Dhar district in January The objective has been to provide relevant information to the rural population. This initiative acted as an interface between the district administration and the people. Lokvani Project Uttar Pradesh It is a public-private partnership project initiated in November, with an objective of providing an e-Governance solution when it comes to handling of grievances, land record maintenance and providing a blend of other essential services. Considered as the most popular e-governance project, FRIENDS enables citizens to pay the taxes and do the necessary government related transactions with ease. Its macro objective is to ensure anytime access to citizen services pertaining to all the government departments. Both urban and rural citizens can be assured complete security for their transactions. Instead of running around various departments, they can use an integrated e-platform to avail the services. All the services are delivered online to citizens by connecting them to the respective government departments. It monitors online attendance of teachers and students in schools and track through biometric device. The state was selected for the National e-Governance Award for innovative use of geographic information technology. A recent United Nations report, which tracks the status of e-Governance preparedness across countries, has placed India at th position in the list of countries. In the absence of privacy law and data protection law, implementation of a majority of e-governance initiatives in India has witnessed failure. According to the experts, e-governance without cyber security is meaningless. They are of the opinion that the apathy towards cyber security breeds from the fact that there is no mandatory e-governance services in India. PM Modi at bastar rally Addressing his first election rally this poll season, Prime Minister Narendra Modi targeted the Congress by accusing the Opposition party of support.. Read More Chhattisgarh polls:

Chapter 2 : e-Governance initiatives in States â€" Vikaspedia

This topic is a part of General Studies Paper 2 and it deals with important aspects of e-governance applications, models, successes, limitations and potential.

E-governance is an innovative phenomenon for redeveloping Indian public administration purely because of the fact that its objectives are to enhance the quality of government services to citizens, speed up communications through the use of technology, reduce government expenditure, bring in more transparency, reduce corruption and subjectivity, reduce costs for citizens and make government more accessible and accountable. Today many government departments have started using information and communications technology ICT to automate their works because of ease of access to computer technology and the numerous developments in the field of information and communications technology. This was a first major step towards e-Governance in India. Subsequently there were many initiatives that were launched to support the growth of e-governance in India. Later Digital India which was launched on 1 July is an initiative to ensure that Government services are made available to citizens electronically by improving online infrastructure and by increasing Internet connectivity. According to an administrative reforms commission report e-Governance initiatives implemented in the last 10 to 15 years can be categorized into the following Government to Citizen G2C is an initiative which deals with extending the reach of governance to have a major impact on the people at large. Government to Business G2B is an initiative which deals with activities of government which impinge upon business organizations. The objective of bringing activities like registrations, licenses and exchange of information between government and business under e-Governance is to provide an amiable legal environment to business, speed up processes and provide relevant information to business. Some of the projects are e-Procurement Project, e-Procurement, MCA 21, etcâ€¦ Government to Government G2G is an initiative which deals with large scale processing of information and decision making within government systems. This initiative has been taken to help in making the internal government processes more efficient. It delivers services online to consumers by connecting them to the respective government departments and providing online information at the point of service delivery. The project has become very popular among the citizens especially for payment of utility bills. Success of this project is largely based on payment of electricity bills. It exemplifies the potential for integration of delivery of Union, State and Local Government services at one point. However, it also shows that the model based on payment of utility bills could not be rolled out in the rural hinterland. This project is a classic case of achieving front end computerized service delivery to citizens without waiting for completion of back end computerization in various government departments. This project thus tries to avoid the complex issues involved in business process re-engineering in the participating departments. Print-outs of payments made through the counters are physically distributed to participating entities for processing. Prior to the introduction of an e-Procurement system procurement in Government departments was done through a manual tendering process. The process consisted of a long chain of internal authorizations and scrutiny which necessitated several visits by the suppliers to government departments. The manual tender system suffered from various deficiencies, including discrimination, cartel formation, delays, lack of transparency etc. The e-Procurement project was introduced in The benefits of the new system are as follows were reduction in tender cycle time, reduction in opportunities for corrupt practices, Cost Savings, substantial reduction in the advertisement costs in the press media, Transparency in the bidding process. SmartGov, a Government to Government Project: The processing of information in the Government is predominantly workflow intensive. Information moves in the form of paper files from one officer to another for seeking opinions, comments. SmartGov was developed to streamline operations, enhance efficiency through workflow automation and knowledge management. It enhances productivity through use of IT as a tool. SmartGov replaces the paper file with an e-file. SmartGov provides the features of creation, movement, tracking and closure of e-files, automation of repetitive tasks, decision support system through knowledge management, prioritization of work, easy access to files through an efficient document management system and collaboration between departments. Digital India is the latest initiative which is being coordinated and

implemented by the Department of Electronics and IT, it is a program that aims at transforming the country through leveraging information and communication technologies in every sphere of economy and society. It is centered around providing digital infrastructure as a utility to every citizen, governance and services on demand, and digital empowerment of citizens. This was launched keeping in view that despite the successful implementation of many e-Governance projects across the country, e-Governance as a whole has not been able to make the desired impact and fulfill all its objectives. The approach and methodology being adopted for the programme according to the Digital India portal are Ministries, Departments and States would fully leverage the Common and Support ICT Infrastructure established by Government of India. The existing or ongoing e-Governance initiatives would be suitably revamped to align them with the principles of Digital India. States would be given flexibility to identify for inclusion additional state-specific projects, which are relevant for their socio-economic needs. Successes would be identified and their replication promoted proactively with the required productization and customization wherever needed. Public Private Partnerships would be preferred wherever feasible to implement e-Governance projects with adequate management and strategic control. Adoption of Unique ID would be promoted to facilitate identification, authentication and delivery of benefits. The positions of Chief Information Officers CIO would be created in at least 10 key Ministries so that various e-Governance projects could be designed, developed and implemented faster. Some of the projects which have already been implemented or are in the process of being implemented in the Digital India initiative are: An Aadhaar based biometric attendance system is being implemented in the central government offices in Delhi to begin with. A portal which allows pensioners to submit their life certificate, which can later be disbursed to the agencies for necessary processing. Policies to help departments in speedy implementation of e-governance projects have been developed. There are also hurdles that are needed to be sorted out. To begin with, there is a lack of digital infrastructure. Another prime concern has been broadband penetration. According to a report released by The UN Broadband Commission released India ranked out of countries on fixed-broadband subscriptions in Then there is a concern about rural connectivity, the government is this with the aim to connect more than 2 lakh village panchayats. The monitoring and evaluation system is also weak and needs to be improved. For e-governance initiatives to be truly successful government support at the highest level is required, next application of Information Technology should be preceded by process re-engineering; then an intellectual and empowered leader with a dedicated team who can conceptualize and implement e-Governance projects with the help of officials at all levels and technological solution providers are needed; Issues of connectivity and electricity supply are of paramount importance; and In case of complex projects, all components need to be identified and analyzed at the outset, followed by meticulous planning and project implementation.

Chapter 3 : Budget Government to launch a slew of e-governance projects, Technology News, ETtech

The Government of India approved the National e-Governance Plan (NeGP), comprising of 27 Mission Mode Projects (MMPs) and 8 components in In the year , 4 projects - Health, Education, PDS and Posts were introduced to make the list of 27 MMPs to

E-government Although the two terms are often used interchangeably, there is a difference between e-governance and e-government. E-government refers to the use of the ICTs in public administration which, when combined with organizational change and new skills, are intended to improve public services and democratic processes and to strengthen support to the public. However, e-government has no provision for governance of ICTs. The governance of ICTs typically requires a substantial increase in regulation and policy-making capabilities, as well as additional expertise and opinion-shaping processes among various social stakeholders. The perspective of e-governance is "the use of the technologies that both help to govern and have to be governed". Ideally, the government will automatically recognize the importance of achieving this goal in order to maximize its efficiency. Furthermore, e-government uses one-way communication protocol whereas e-governance uses two-way communication protocol. Statistical information published by governments and global bodies do not always reveal the facts. The best form of e-governance cuts down on the unwanted interference of too many layers while delivering governmental services. It depends on good infrastructural setup with the support of local processes and parameters for governments to reach their citizens or end beneficiaries. A budget for planning, development, and growth can be derived from well laid out e-governance systems. The relevance of BI Analytics has brought forth a paradigm shift in assimilating and visualizing huge chunks of data in near real-time manner. The pivot of all good decision-making systems is correct, up-to-date and compliant data. Governments not only want the transformation of their own country and countrymen but also expect improved relations and healthy trade across the world. Development should be transformative and continuously evolving. Internal as well as external IT systems should work in tandem with government policies and procedures. Data Analytics has the ability to change the color and complexion of the world. E-governance should induce up-to-date information, initiate effective interaction, and engage with transparent transactions in compliance with rule of law, thus enabling a sustainable transformation model. The publicâ€"private partnership PPP -based e-governance projects are hugely successful in India. Many countries implement e-government policy in an attempt to build a corruption -free government. Government to citizen[edit] The goal of government-to-citizen G2C e-governance is to offer a variety of ICT services to citizens in an efficient and economical manner and to strengthen the relationship between government and citizens using technology. There are several methods of government-to-customer e-governance. Two-way communication allows citizens to instant message directly with public administrators, and cast remote electronic votes electronic voting and instant opinion voting. Transactions such as payment of services, such as city utilities, can be completed online or over the phone. Mundane services such as name or address changes, applying for services or grants, or transferring existing services are more convenient and no longer have to be completed face to face. The Federal Government of the United States has a broad framework of G2C technology to enhance citizen access to Government information and services. The Digital States Survey ranks states on social measures, digital democracy , e-commerce , taxation, and revenue. The report shows Michigan and Utah in the lead and Florida and Idaho with the lowest scores. Much like states, cities are awarded for innovative technology. The Single Point of Access for Citizens of Europe supports travel within Europe and Europe is a initiative supporting an online government. Main focuses are to provide public information, allow customers to have access to basic public services , simplify online procedures, and promote electronic signatures. Taiwan has top ranking G2C technology including an online motor vehicle services system, which provides 21 applications and payment services to citizens. Such G2C communication most often refers to that which takes place through Information and Communication Technologies ICTs , but can also include direct mail and media campaigns. G2C can take place at the federal, state, and local levels. Customers identified the following barriers to government-to-customer e-governance: For gaming trade show,

see Global Gaming Expo. E-governance to Employee partnership G2E Is one of four main primary interactions in the delivery model of E-governance. It is the relationship between online tools, sources, and articles that help employees maintain communication with the government and their own companies. E-governance relationship with Employees allows new learning technology in one simple place as the computer. Documents can now be stored and shared with other colleagues online. Some of the benefits of G2E expansion include: E-payroll â€" maintaining the online sources to view paychecks, pay stubs, pay bills, and keep records for tax information. E-benefits â€" be able to look up what benefits an employee is receiving and what benefits they have a right to. E-training â€" allows for new and current employees to regularly maintain the training they have through the development of new technology and to allow new employees to train and learn over new materials in one convenient location. E-learning is another way to keep employees informed on the important materials they need to know through the use of visuals, animation, videos, etc. It is usually a computer-based learning tool, although not always. It is also a way for employees to learn at their own pace distance learning , although it can be instructor-led. Maintaining records of personal information â€" Allows the system to keep all records in one easy location to update with every single bit of information that is relevant to a personal file. Examples being social security numbers, tax information, current address, and other information [11] Government-to-employees abbreviated G2E is the online interactions through instantaneous communication tools between government units and their employees. G2E is one out of the four primary delivery models of e-Government. Governments have now tried to use the efficiencies of their techniques to cut down on waste. E-government is a fairly broad subject matter, but all relate to how the services and representation are now delivered and how they are now being implemented. Historically, many governments in this sphere have only been reactive, but recently there has been a more proactive approach in developing comparable services such things as e-commerce and e-business. Recently that has all changed as e-government begins to make its own plan. Not only does e-government introduce a new form of record keeping, but it also continues to become more interactive to better the process of delivering services and promoting constituency participation. The framework of such an organization is now expected to increase more than ever by becoming efficient and reducing the time it takes to complete an objective. Some examples include paying utilities, tickets, and applying for permits. So far, the biggest concern is accessibility to Internet technologies for the average citizen. In an effort to help, administrations are now trying to aid those who do not have the skills to fully participate in this new medium of governance, especially now as e-government progressing to more e-governance terms. An overhaul of the structure is now required as every pre-existing sub-entity must now merge under one concept of e-government. As a result, Public Policy has also seen changes due to the emerging of constituent participation and the Internet. In practice, this has led to several responses and adaptations by interest groups, activist, and lobbying groups. This new medium has changed the way the polis interacts with government. Editorial[edit] The purpose to include e-governance to government is to means more efficient in various aspects. Whether it means to reduce cost by reducing paper clutter, staffing cost, or communicating with private citizens or public government. There are both internal and external advantages to the emergence of IT in government, though not all municipalities are alike in size and participation. In theory, there are currently 4 major levels of E-government in municipal governments: Simple information dissemination one-way communication Two-way communication request and response Service and financial transactions Integration horizontal and vertical integration Political participation The adoption of e-government in municipalities evokes greater innovation in e-governance by being specialized and localized. The level success and feedback depends greatly on the city size and government type. A council-manager government municipality typically works the best with this method, as opposed to mayor-council government positions, which tend to be more political. Therefore, they have greater barriers towards its application. Council-Manager governments are also more inclined to be effective here by bringing innovation and reinvention of governance to e-governance. The results are indicating that most governments are still in either the primary stages 1 or stage 2 , which revolves around public service requests. Though application of integration is now accelerating, there has been little to no instigating research to see its progression as e-governance to the government. Overview[edit] Government-to-Government abbreviated G2G is the online

non-commercial interaction between Government organizations, departments, and authorities and other Government organizations, departments, and authorities. Its use is common in the UK , along with G2C , the online non-commercial interaction of local and central Government and private individuals, and G2B the online non-commercial interaction of local and central Government and the commercial business sector. G2G systems generally come in one of two types: External facing - joining up multiple Governments IS systems - an example would include the integration aspect of the Schengen Information System SIS , developed to meet the requirements of the Schengen Agreement. Objective[edit] The strategic objective of e-governance, or in this case G2G is to support and simplify governance for government, citizens, and businesses. The use of ICT can connect all parties and support processes and activities. Lodging tax returns, applying for services and grants. To alter the national transition from passive info access to individual participation by:

Chapter 4 : E-governance - Wikipedia

What aspects do we handle for E Governance projects in India? Right from the development of innovative and intuitive solutions for the Govt., we create, store, analyze and disseminate the immense amount of data that is made available to the government.

Chapter 5 : Vakrangee Limited

This is a presentation on recent e-Governance Initiatives. This lists out the areas of convergence between UNDP's e-Governance Development Index and Digital India.

Chapter 6 : RECENT e-GOVERNANCE INITIATIVES | Digital India Programme

SAI India, over the last four years, has conducted numerous audits of e governance projects with the scope ranging from evaluating the system development methodology to the overall performance in terms of the achievement of objectives.

Chapter 7 : National e-Governance Plan - Wikipedia

The Digital India programme is a flagship programme of the Government of India with a vision to transform India into a digitally empowered society and knowledge economy. E-Governance initiatives in India took a broader dimension in the mid s for wider sectoral applications with emphasis on citizen-centric services.

Chapter 8 : Full Circle Associates

The Government approved the National e-Governance Plan, consisting of 27 "Mission Mode Projects" (MMPs) and Tencomponents, on 18 May This is an enabler of Digital India initiative, and UMANG (Unified Mobile Application for New-age Governance) in turn is an enabler of NeGP.

Chapter 9 : Innowave IT to expand in India; increase workforce - The Hindu BusinessLine

The Government approved the National e-Governance Plan (NeGP), comprising of 27 Mission Mode Projects and 8 components, on May 18, In the year , 4 projects - Health, Education, PDS and Posts were introduced to make the list of 27 MMPs to 31 Mission Mode Projects (MMPs).