Smart Governance: e-Governance and Citizen Services

An Overview
India: In Perspective

- Population: >1.3 billion
- 600,000+ villages, 70% rural population
- Multi-ethnic, Multi-religious society
- Multi-lingual: 22 Official languages
- Multi-party, Multi-tiered democracy
- 36 States & UTs; 240,000 + Local Bodies (Gram Panchayats)
- Accelerating GDP growth
- Rapidly growing IT/Services sector
- Indian median population age: 27 Years
- Exponential telecom growth
  - 481 million internet users and 262 million active social media users
  - 1210 million telecom subscribers
SMART Governance

Smart Governance relies on **Good Governance** such as open (i.e. transparent), accountable, collaborative (i.e. involving all stakeholders) and participatory (i.e. citizens' participation) principles and on **Electronic Government** (e-Government).

- **Social**: Not only highly personalized and citizen-friendly service delivery, but also allowing citizens and civil society to co-create with Government
- **Mobile**: Using the latest mobile technologies to deliver information and services, and get contributions from citizens, wherever and whenever they want – by Apps, SMS, Social Media, and Web-on-the-move – using mobile networks and cloud computing at the back-end
- **Analytics**: Using Big Data Analytics to drive policy action and to individualise communications and transactions
- **Radical-openness**: “Open by Default” transforms Accountability and Transparency and engages citizens in co-creation, as well as enable businesses to use data to innovative new services
- **Trust**: Effective Cybersecurity so that services are resilient, available and protect privacy
Evolution of e-Governance in India

Pre-1990: Railways, Office automation

1990-2006:
  - Banking Automation, Individual dept. & state level initiatives

2006: NeGP, 27 MMPs

2011: M-Governance; 4 new MMPs

2008: NSDG Go-Live

2012: National Policy on IT

2013: Cloud, integrated services

2014: NeGP 2.0

2015: Digital India Launched
Policies for e-Gov: Overview

**Legal Framework**
- IT Act, 2000

**Program Level Framework**
- Policy on Open Standards (2010)
- National Policy on IT (2012)
- Digital India (2014)
- Policy on adoption of Open Source Software for GoI (2015)
- Policy on Open Application Interface (API) for GOI (2015)
- Policy on Use of IT Resources of GoI

**Domain Level Policies**
- Standards for e-Governance
- Framework for Mobile Governance (2012)
- Framework for Social Media (2012)
- Citizen Engagement Framework (2012)
- Open Data (2012)
- GI Cloud (2013)
- e-Kranti Principles
- Policy On Collaborative Application Development by Opening the Source Code of Govt. Applications
- Application Development & Re-Engineering Guidelines for Cloud Ready Applications
National e-Governance Plan (NeGP)

Vision of NeGP

“Make all Government services accessible to the COMMON MAN IN HIS LOCALITY, through Common Service Delivery Outlets and ensure EFFICIENCY, TRANSPARENCY & RELIABILITY of such services at AFFORDABLE COSTS to realize the BASIC NEEDS of the common man”

May 2006
NeGP: Framework Overview

• No of States Implemented: 34
• No of PoPs: 7,082 (34 SHQ, 598 DHQ & 6,452 BHQ)
• Number of horizontal offices Connected: 40,917

• No of States Implemented: 26
• States/UTs: 36
• Districts: 658

• Total number of institutes to be allocated under NKN: 1,500
• No of Institutes Commissioned under NKN: 1,073
• Total Institutes commissioned: 1,437
• Total no of district links connected: 362 (Total 860 to be allocated)

• CSC 2.0: Approved in August 2015
• Functional CSCs: 3,05,379
• Functional CSCs at GP: 2,10,366
• No. of States implemented: 26
NeGP: Framework Overview

Standards
Technical Assistance
Core Policies
R&D
Awareness & Assess.
HRD
SWAN
NKN
CSC
SDC
eDistrct
SSDG
NeGP

NeGP: Framework Overview

Standards
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NeGP
Digital India
What is Digital India?

- Programme to prepare India for a knowledge future.
- Transformative – to realize IT + IT = IT
- Technology central to enabling change
- **An Umbrella Programme** – covering many departments.
  - Weaves together a large number of ideas and thoughts into a **single, comprehensive vision**
  - Coordinated by MeitY, implemented by the entire government – both at the Centre and State.
  - Weaving together makes the Mission **transformative in totality**
Digital India: Vision Areas

**Digital Infrastructure as a Utility to Every Citizen**
- High speed internet
- Unique digital identity
- Mobile phone & bank account
- Common Services Centre
- Private space on Cloud
- Secure cyber-space

**Governance & Services on Demand**
- Integrated services
- Online and Mobile Services
- Portable Citizen entitlements
- Ease of doing business
- Financial transactions electronic & cashless
- GIS as DSS

**Digital Empowerment of Citizens**
- Digital literacy
- Digital resources
- Indian languages
- Collaborative digital platforms
- No physical submission of documents
Nine Pillars of Digital India

1. Broadband Highways
2. Universal Access to Mobile Connectivity
3. Public Internet Access Programme
4. e-Governance – Reforming Government through Technology
5. eKranti - Electronic delivery of services
6. Information for All
7. Electronics Manufacturing
8. IT for Jobs
9. Early Harvest Programmes
Universal Digital Identity: Aadhaar Expanded

WORLD’S LARGEST BIOMETRIC DATABASE

- **122.78 cr.** biometric identities issued
- **Adult population coverage: ~ 99.9%**
- **2420.59 Cr. eAuthentication**

Aadhaar Coverage

- 2014: **70 Cr**
- 30 Oct, 2018: **122.78 Cr**
Mobile

Over **121 crore** mobile phone connections; About 102.57 crore active;

**50 crore** Smartphones, 94% internet access on mobiles

India emerging as major **mobile manufacturing hub**; **127** new Mobile + Components Manufacturing units

Source: CISCO forecast

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<th>Year</th>
<th>Smartphone Users – Cr.</th>
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<td>2015</td>
<td>23</td>
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<td>2017*</td>
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<td>2019</td>
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BharatNet: Accelerated Deployment

WORLD’S LARGEST RURAL CONNECTIVITY PROGRAM

- **2.5 lakh** Gram Panchayats, covering **6 lakh villages**
- **2.87+ lakh km** OFC Pipe laid
- **1.19+ Lakh** Gram Panchayats covered

Access Across India

- Non-Discriminatory access for all

OFC Fibre Laid (KM)

- June, 2014: 358 km
- Dec, 2017: 223K km
- Oct, 2018: 2.87 Lakh km

Non-Discrimination for all
Meghraj

ANYTIME, ANYWHERE – VIRTUAL DATA CENTRE

- **Cloud First** Policy
- **860 Applications** on NIC cloud; **15,300 VMs**
- **13 Cloud Service Providers** empanelled
- **Ready to use** scalable infrastructure
- Major Applications - Land Records, GeM, e-Office, e-Hospital, Jeevan Pramaan, MyGov

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Unique Digital Signature: eSign

INDIA’S OWN DIGITAL SIGNATURE TECHNOLOGY

- 5.28 Cr e-Signs issued
- ₹ 4 /signature. Cost reducing
- Legally tenable; recognized in IT Act
- Ecosystem growing
Common Services Centers: Employment & Access

WORLD’S BIGGEST RURAL eSERVICE CENTERS

- 3.20 lakh; >2.5 lakh in Panchayats: Regd.
- 3.05 lakh; 2.10 in GPs: Functional
- 50 central & >300 State services offered
- More than 41.84 lakh Txns / Month
- ~10.8 lakh employment generated
31 MMPs are delivering services

- 15 Central MMPs
- 17 State MMPs
- 12 Integrated MMPs

222 MMP Services
466 mn transactions/month
Transforming Government procurement: GeM V3.0

- Launched in Aug 2016
- End to end procurement cycle
- Minimal human intervention
- Leveraging e-commerce technology for Government procurement
- Transparent and ease of buying

579,382 Products  152,563 Sellers/Service providers  29,416 Buyer Orgns

>Orders worth >Rs 13,558+ Cr
e-District MMP

PAPERLESS INTEGRATION WITH DATABASES

- Launched in 658 Districts, 36 States/UTs
- 1052 Services
- Minimum of 5 Central + 5 State Services
- States/UTs can opt for more services
e-Transport

Key Points

- Vahan 4.0 in 373 RTOs across 21 States
- Sarathi 4.0 in 618 RTOs in 20 States
- > 21 Cr. Vehicle registered under Vahan
- Smart Card based DL & RC

Product Details

- Centralized Vahan 4
- Fancy number auction
- E-Rikshaw Registration and Licensing
- National Permit
- Dealer Point Registration
- Online Road Tax

- Centralized Sarathi 4 Application
- Online Learner Licence Test.
- Online payment facility
- Renewal of Driving licence
- International Driving Permit
- Online Appointment

mParivahan

- On-the spot challan facility
- Geo-tagging of Challan Spot
- Anywhere any time challan investigation/deposal
- Vehicle Towing App linkage
- State-specific configuration

- Access details of public RC/DL
- Virtual DL/RC storage in mobile
- Encrypted QR Code
- Citizen-centric Vahan services
- Online Citizen-centric Sarathi services – (New DL, New LL)
- Traffic Violation Reporting
Targeted Public Distribution System

Current Status at a glance

- **Digitization (Ration Cards)**: 23.16 Cr. (100%)
- **Online Allocation (No. of States/UTs)**: 30/36
- **Aadhaar Seeding (Ration Cards)**: 81.56%
- **Grievance Redressal Toll-Free/OGR (No. of States/UTs)**: 36/36
- **Supply Chain (No. of States/UTs)**: 21/36*

Results & Dividends

- Bogus/in-eligible Ration Cards deleted during last 3 years **2.48 Cr.**
- 10-15% food-grain savings after FPS automation & computerization of supply-chain
- Out of 5.27 Lakh Fair Price Shops, around **57% (~3 Lakhs)** automated
Digital India Land Records Modernization Programme

**Land Records**

- Development of State specific Land Records Application, entry/updation of RoRs/ Mutation, establishment of Data Centre, Connectivity in Revenue & Registration, Modern record Rooms – **31 States/ UTs**

**Property Registration**

- Development of Property Registration Application, Circle rates, Payment option, Aadhaar, Documents Scanning/ Search retrieval – **30 States/ UTs**

**Integration of Land Records with Property Registration** and other institutions related with land (Common Software)

Core GIS - **Cadastral Map Management**, Map digitization, Bhu-Naksha SW, integration of map with RoR. Bhunaksha has been operational in 15 States, Integration of cadastral map with RoR as a service to citizens in 5 States
Moving to Paperless Transactions: Digital Locker

64 AGENCIES ISSUING DOCUMENTS TO CITIZENS VIA DIGITAL LOCKER

- 200+ Types of Documents – Aadhaar, Driving License, Passport, Pan, Voter Id Integrated
- No. of issued documents: 293+ Cr
- User accounts: Over 146 lakhs
- No. of Issuer Organizations: 64
- No. of Requester organizations: 24

- The IT (Controller of Digital Locker) Rules, 2016
- The Digital Locker Authority Appointed
- The Rules for Certification of Digital Locker Service Providers (DLSP) / DL REPOSITORIES notified

Dec, 2015

Oct, 2018
MyGov: A Platform for Citizen Engagement towards Good Governance

- 181 Talks
- 64 Groups
- 3871K Comments
- 781 Discussions
- 222 K Task Submissions
- 244 Polls
- 4 mobile apps
- 775 Tasks
- 64.83 lakh Users
- 64 Groups

MyGov: A Platform for Citizen Engagement towards Good Governance
Open Government Data

TRANSPARENCY, PARTICIPATION AND ENGAGEMENT

Publish data, documents, services, tools and applications

Open for public and commercial use

Global ranking: **32 out of 94** in Open Data Index

- **178,812** resources
- **4,264** catalogs
- **110** departments
- **15.91 M** times viewed
- **5.8 M** times downloaded
- **116** chief data officers
- **4,029** APIs
- **1,395** visualizations
UMANG

Over 80 Lakh Downloads

307 Services
59 Departments
17 States
e-Taal Transactions

Total Number of e-Services Integrated: 3,637

2901 Cr transactions since January, 2018
Thank You