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 Panchayts)

- Accelerating GDP growth

- Rapidly growing IT/Services sector

- Indian median population age : 27 Years

- Exponential telecom growth

  o   481 million internet users and 262 million active social media users

  o   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
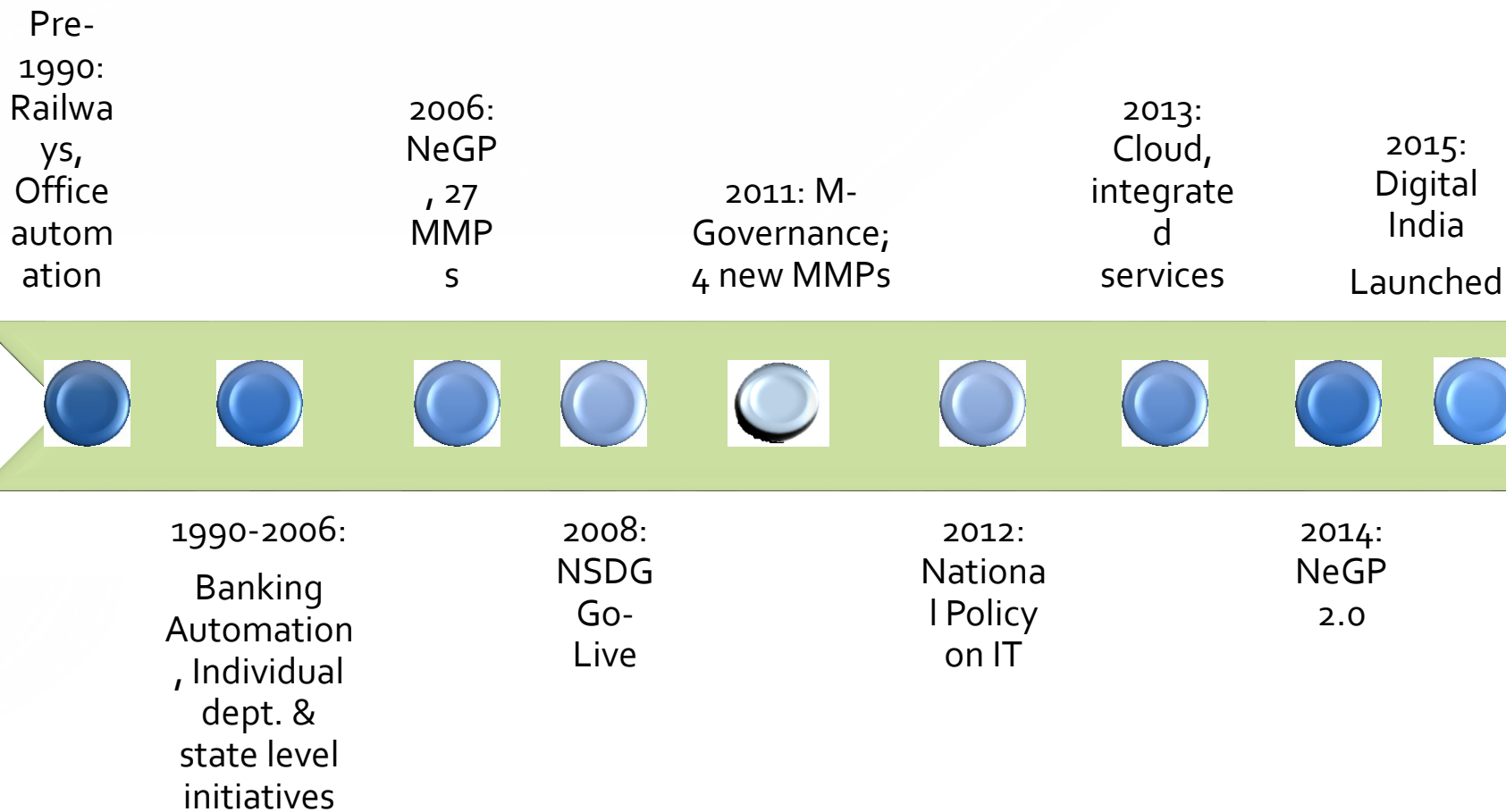
Policies for e-Gov: Overview

Legal Framework

- IT Act, 2000

Program Level Framework

- National e-Governance Plan (2006)
- Policy on Open Standards (2010)
- National Policy on IT (2012)
- Digital India (2014)
- e-Kranti Framework (2015)
- Policy on adoption of Open Source Software for GoI (2015)
- Framework for Adoption of Open Source Software in e-Governance Systems (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)
- e-Pramaan: Framework for e-Authentication (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"
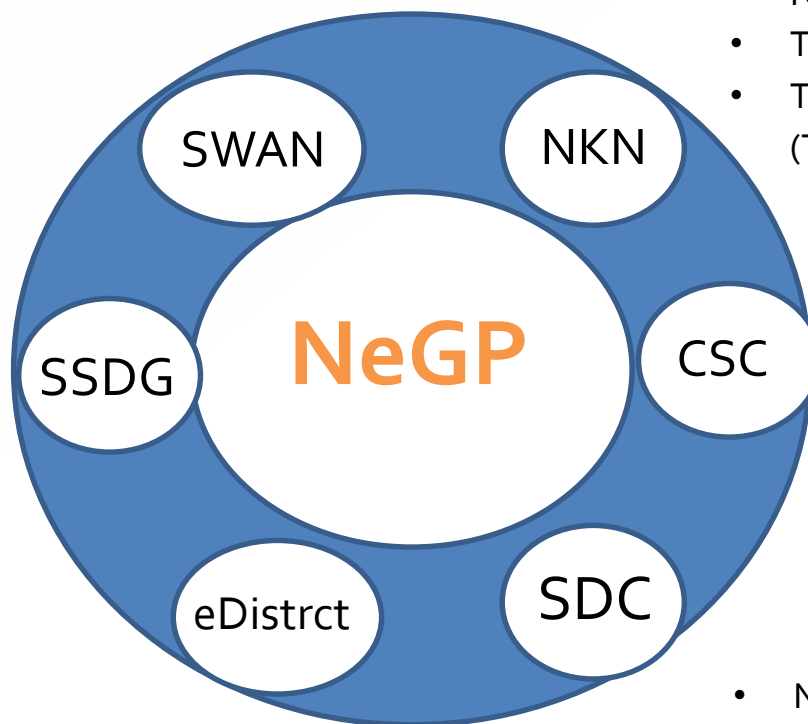
May 2006

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

- 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**)**

- No of States Implemented: 26 States live with 833 services

- CSC 2.0: Approved in August 2015 to setup 2,50,000 centers
- Functional CSCs: 3,05,379
- Functional CSCs at GP: 2,10,366

SWAN
NKN
NeGP
CSC
SSDG
eDistrct
SDC

- States/UTs: 36
- Districts: 658

- No. of States implemented: 26

NeGP: Framework Overview
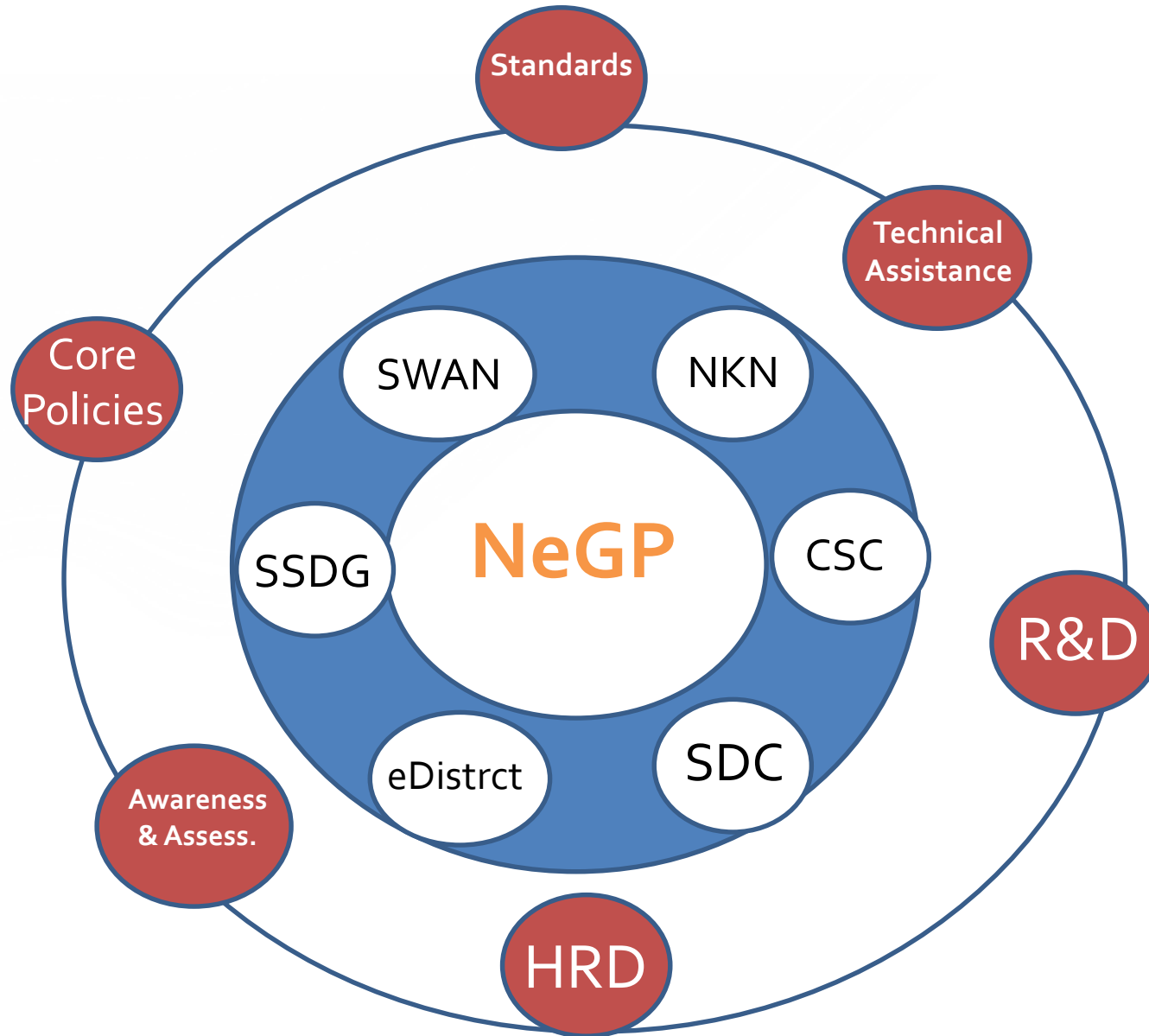
Digital India

What is Digital India?

- Programme to prepare India for a knowledge future.

- Transformative – to realize IT + IT = IT

- Technology central to enabling change

- **<u>An Umbrella Programme</u>** – 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

Universal Digital Identity: Aadhaar Expanded

WORLD'S LARGEST BIOMETRIC DATABASE

122.78 cr. biometric identities issued

Adult population coverage: **~ 99.9%**
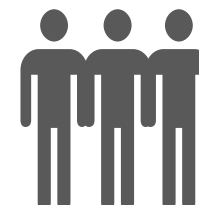
2420.59 Cr. eAuthentication

Aadhaar Coverage

70 Cr

122.78 Cr

2014

30 Oct, 2018

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
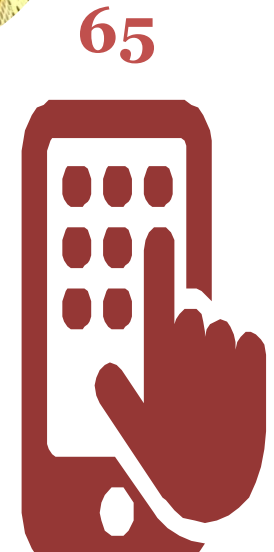
Smartphone Users – Cr.

23

40

65

2015

2017*

2019

BharatNet: Accelerated Deployment
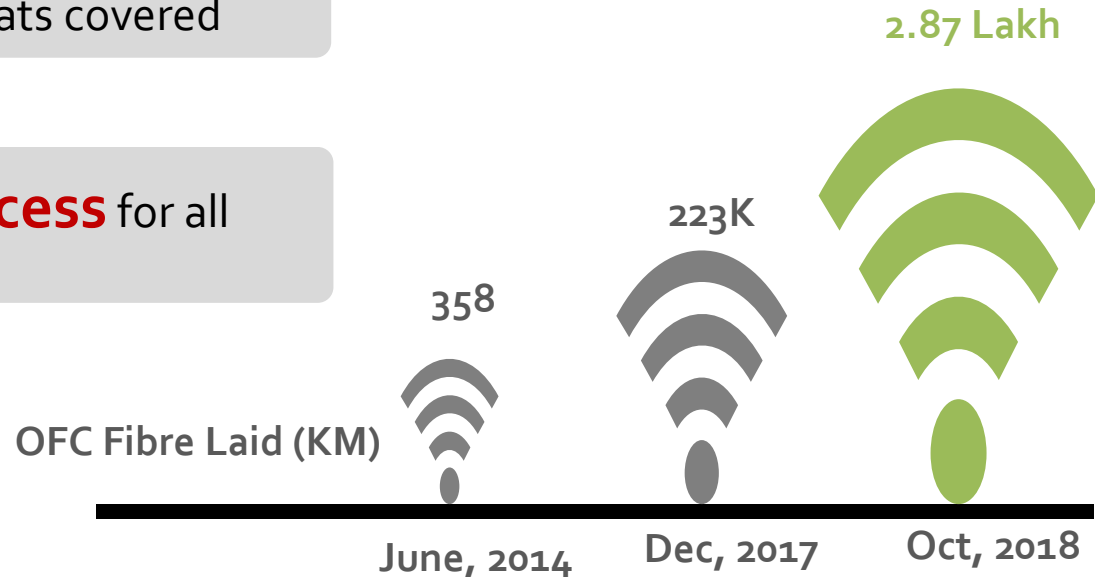
WORLD'S LARGEST RURAL CONNECTIVITY PROGRAM

- **2.5 lakh** Gram Panchayats, covering **6 lakh villages**

- **2.87+ lakh km** OFC Pipe laid
  1.19+Lakh Gram Panchayats covered

- **Non-Discriminatory access** for all

Access Across India

2.87 Lakh

223K

358

OFC Fibre Laid (KM)

June, 2014   Dec, 2017   Oct, 2018

Meghraj

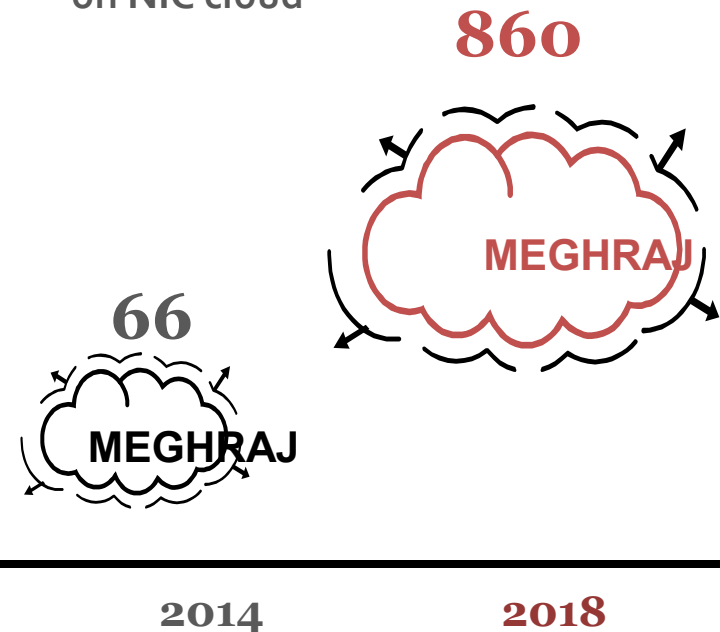## ANYTIME, ANYWHERE – VIRTUAL DATA CENTRE

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**

No. of applications on NIC cloud

860

MEGHRAJ

66

MEGHRAJ

2014   **2018**

Unique Digital Signature: eSign

INDIA'S OWN DIGITAL SIGNATURE TECHNOLOGY

5.28 Cr e-Signs issued

₹ 4 /signature. Cost reducing
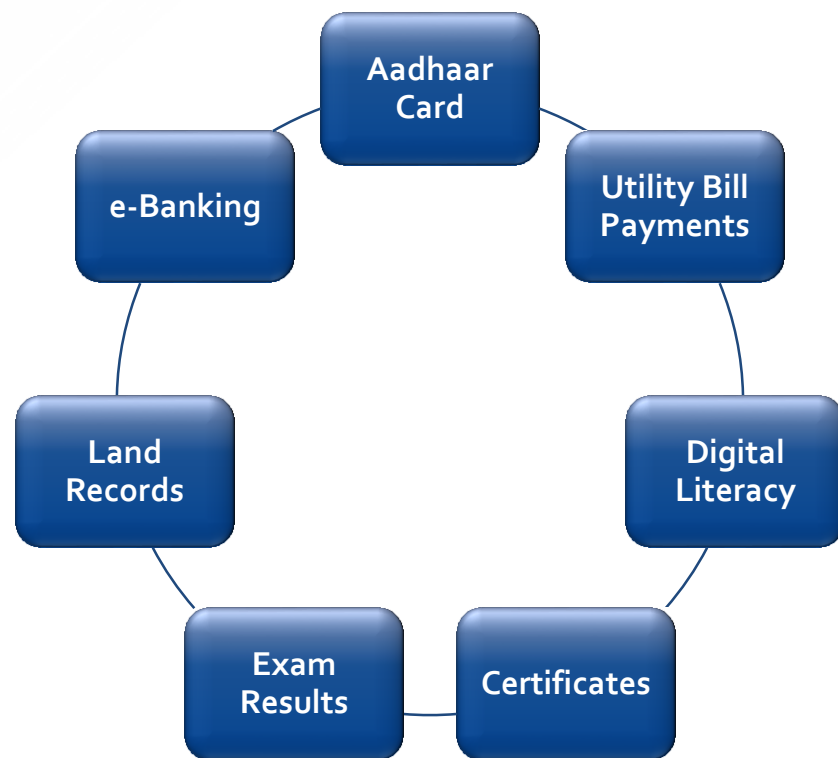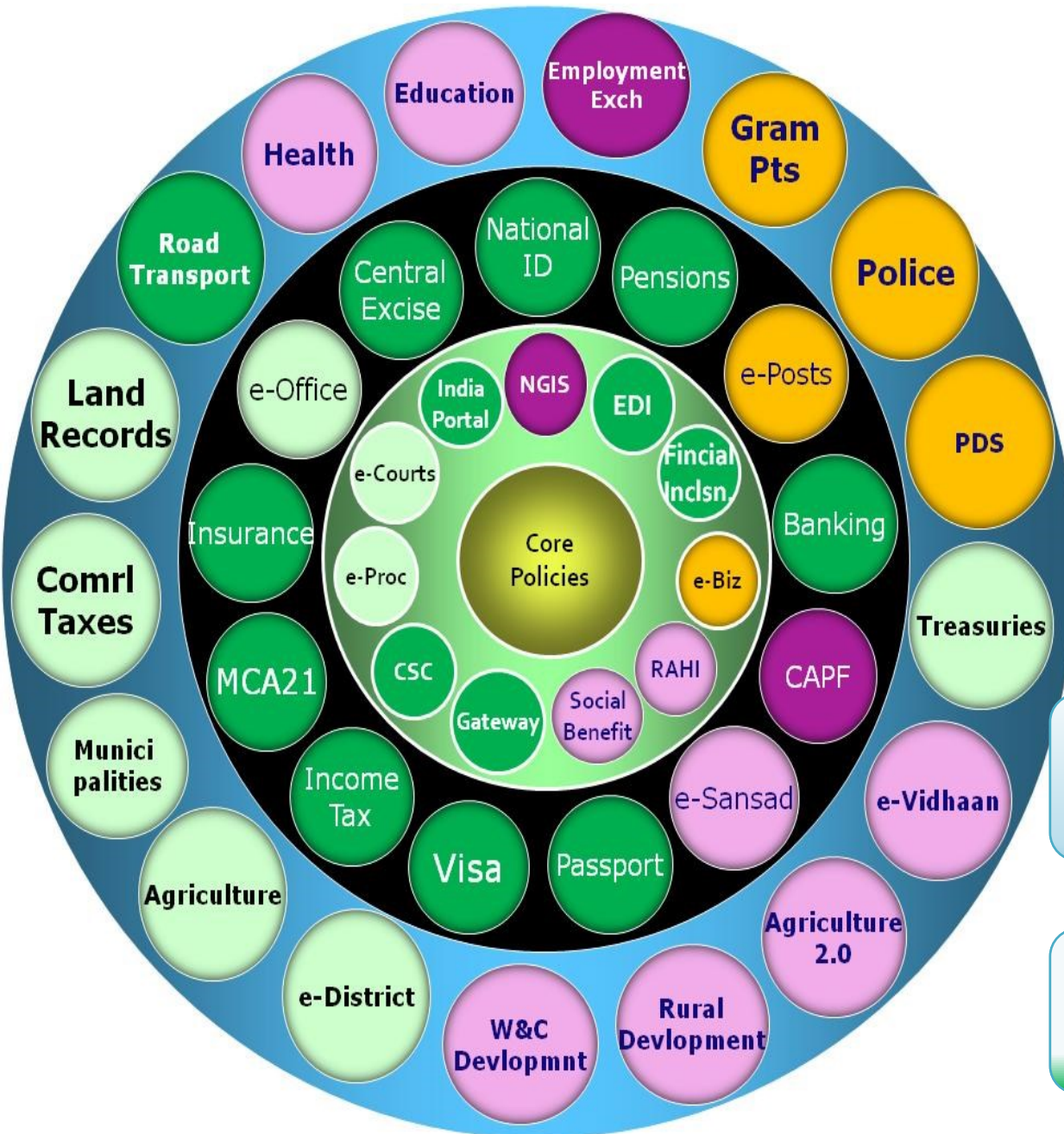
Legally tenable; recognized in IT Act

Ecosystem **growing**

Common Services Centers: Employment & Access

Digital India
Power To Empower

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

Aadhaar Card

Utility Bill Payments

e-Banking

Digital Literacy

Land Records

Certificates

Exam Results

e-Kranti (NeGP 2.0)

Digital India — Power To Empower

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

31 MMPs are delivering services

222 MMP Services
466 mn transactions/month

Transforming Government procurement: GeM V3.0

Sellers | Government Buyer

- 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

Conference

Product Details

Vahan वाहन

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

Sarathi सारथी

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

eChallan

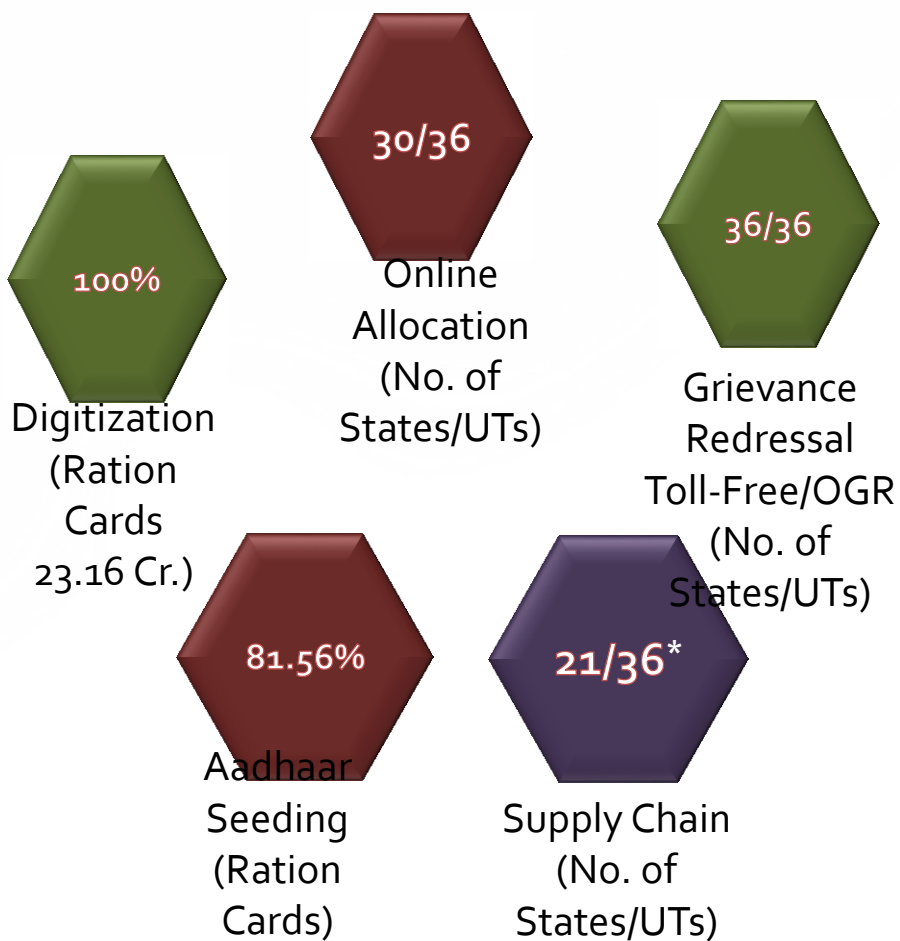- On-the spot challan facility
- Geo-tagging of Challan Spot
- Anywhere any time challan investigation/deposal
- Vehicle Towing App linkage
- State-specific configuration

mParivahan

- 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

100%
Digitization (Ration Cards 23.16 Cr.)

30/36
Online Allocation (No. of States/UTs)

36/36
Grievance Redressal Toll-Free/OGR (No. of States/UTs)

81.56%
Aadhaar Seeding (Ration Cards)

21/36*
Supply Chain (No. of States/UTs)

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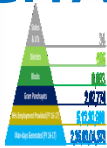
Core GIS - **Cadastral Map Management** , Map digitization, Bhu-Naksha SW , integration of map with RoR. Bhunaksha has been operational in 15 States, Integration of cadastral map with RoR as a service to citizens in 5 States

Moving to Paperless Transactions: Digital Locker

64 AGENCIES ISSUING DOCUMENTS TO CITIZENS VIA DIGITAL LOCKER

Get your academic certificates in DigiLocker!

CENTRAL BOARD OF SECONDARY EDUCATION
Class X and XII CBSE Mark Sheets, Passing Certificates and Migration Certificates of year 2015 and 2016 in digital format.

MAHARASHTRA EDUCATION BOARD
Class X and XII Mark Sheets and Passing Certificates from year 1990 to 2016 in digital format.

COUNCIL FOR THE INDIAN SCHOOL CERTIFICATE EXAMINATIONS
Statement of Marks, Pass Certificate of ICSE (Class X) and ISC (Class XII) & Migration Certificate of ISC (issued by CISE) of 2014-2017 in digital format.

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

DigiLocker (users-Lakhs)

10 — Dec, 2015

146+ — Oct, 2018
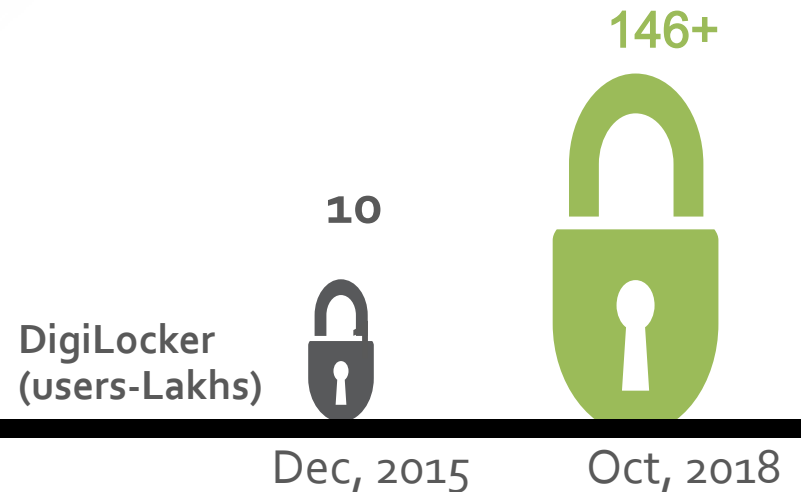
- The IT (Controller of Digital Locker) Rules, 2016
- The Digital Locker Authority Appointed
- The Rules for Certification of Digital Locker Service Providers (DLSP) / DL REPOSITORIES notified

MyGov: A Platform for Citizen Engagement towards Good Governance

64.83 lakh Users

181 Talks

64 Groups

3871K Comments

781 Discussions

244 Polls

222 K Task Submissions

4 mobile apps

775 Tasks

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

ANALYTICS

- 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

Digital India
Power To Empower

UMANG

e-Taal Transactions

8.4 Cr.

3 Crore

1.85 Crore

96.9 Lakh

66.25 Lakh
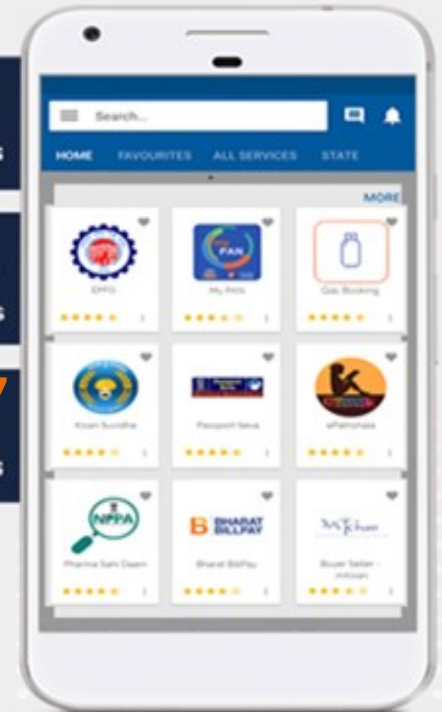
Growth in e-Governance Transactions per Day

2013 2014 2015 2016 2017
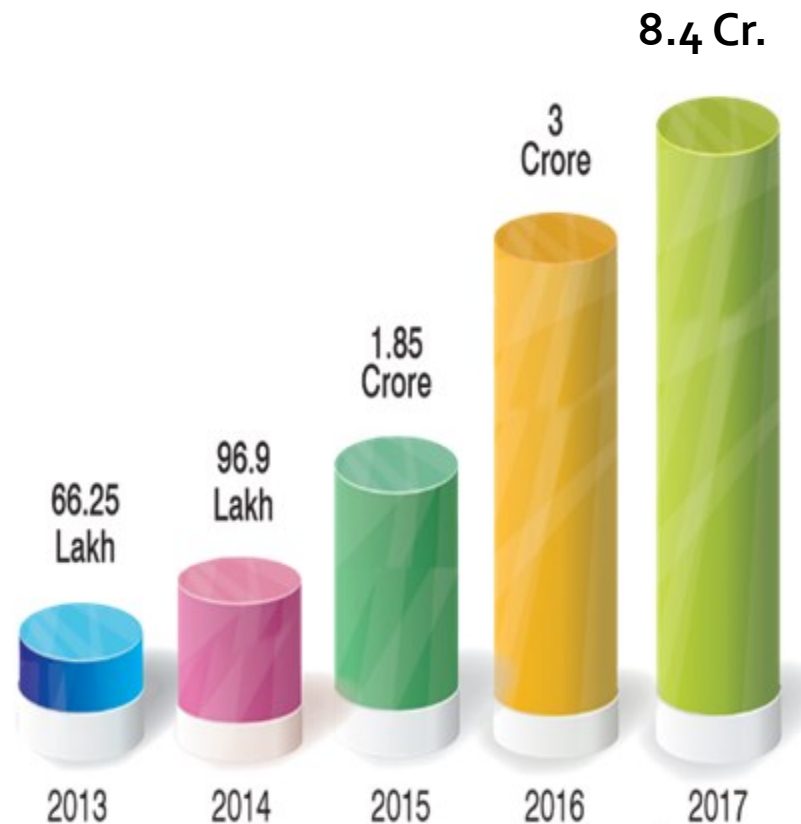
Total Number of e-Services Integrated: 3,637

2901 Cr transactions since January, 2018

Thank You