ICT Governance in India
About ICT Governance
Facts & Figures
12 Point Agenda of First e-Governance
Proposed Technology of E-Gov
Major challenges for Project failure
Facts on Project Failure
State wise governance projects
Awards for e-Governance
CIC Online project case study
National e-Gov 11th 5yr Plan
Current E-Gov 12th 5yr Plan
Digital India - Vision, Pillars, Cost & Impacts
Conclusion
Benefits
- Increases accountability
- Increases transparency
- Higher availability of public domain information
- Reduces corruption
- Higher penetration due to automation
- Increases efficiency due to connectivity
Facts & figures

1970 : Department of Electronics
1977 : National Informatics Centre(NIC)
1980 : Use of computers began
1987 : Launch of NICENET & DISNIC
1998 : National Task Force on Information Technology and Software Development
1999 : Union Ministry of Information Technology
2000 -05: 12 point e-Governance launched by central & state Govt with focus on G2C,G2B, G2G initiatives
2006 -11: National e-Government Plan(NeGP)
2012 -17: Digital India
1. Each Ministry/Department must provide PCs with software, Local Area Network (LAN) must also be set up.

2. All staff with PC are provided with adequate training.

3. Each Ministry/Department should start using the Office Procedure Automation to keeping a record of receipt, issue of letters, movement of files in the department.
4. Pay roll accounting & other housekeeping software should be put to use in day-to-day operations

5. Notices for internal meetings should be sent by e-mail. Similarly, submission of applications for leave and for going on tour should also be done electronically. Ministries/Departments should also set up online notice board to display orders, circulars etc. as and when issued.

6. Ministries/Departments should use the web-enabled Grievance Software
12 Points of eGovernance, 2000

7. Each Ministry/Department should have its own website
8. All Acts, Rules, Circulars must be converted into electronic form and made available on the internet and be accessible from the Information and Facilitation Counter.
9. The websites of Ministries/Departments/Organizations should have forms to be used by citizens are available.
10. The Hindi version of the content of the websites should as far as possible be developed simultaneously.

11. Each Ministry/Department would develop packages so as to begin electronic delivery of services to the public.

12. Each Ministry/Department should have an overall IT vision or strategy for a five year period, within which it could do detail specific action plans and targets to be implemented within one year.
To make E-Governance more efficient and powerful, two technologies can be boon to it. These technologies are **Open Source Software** and **Cloud Computing**.

This preference towards Open Source platforms is firstly because, acquiring and upgrading proprietary software is expensive.

Cloud provides scalable, secure, reliable, cheap platform.
Major challenges for Project Failure

**Direct Cause**
- Project Plan – undefined objectives & goals
- Scope – Not meeting end user business benefits
- Cost – Poor project estimation
- Time – Lack of management commitment
- Communication – Infrequent communication bw project stakeholders
- Quality – Lack of right skills for project
- Risk – Poor control on outsourcing
- Procurement – undesirable procurement
- Human resource – lack of organizational support

**Indirect Cause**
- Poverty – Internet costly
- Illiteracy - Lack of technical literacy
- Language dominance - 75% of population doesn’t speak English
- Unawareness - Lack of awareness about govt. benefits
- Infrastructure issues – lack of electricity, internet, technology effects the speed
- Re-engineering Process – Implementation requires restructuring in administrative process but there is resistance to change
### Facts on E-Governance Project Failures

<table>
<thead>
<tr>
<th>Facts</th>
<th>Reasons</th>
</tr>
</thead>
<tbody>
<tr>
<td>35% of e-Government projects are total failure</td>
<td>No initiative</td>
</tr>
</tbody>
</table>
| 50% of e-Government projects are partial failure | • Main stated goals not achieved  
  • Got success initially but failed later  
  • Was success for few group & failure for others |
| 15% of e-Government projects are success | • All stakeholders benefited  
  • No adverse results                                                   |
**State wise websites for e-governance**

<table>
<thead>
<tr>
<th>CHHATTISGARH</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://agridept.cg.gov.in/">http://agridept.cg.gov.in/</a></td>
<td>For agriculture</td>
</tr>
<tr>
<td><a href="http://siccg.gov.in/">http://siccg.gov.in/</a></td>
<td>For any kind of information</td>
</tr>
<tr>
<td><a href="http://ahd.cg.gov.in">http://ahd.cg.gov.in</a></td>
<td>For animal husbandry</td>
</tr>
<tr>
<td><a href="http://ahd.cg.gov.in">http://ahd.cg.gov.in</a></td>
<td>For women and child development</td>
</tr>
<tr>
<td><a href="http://www.cgdteraipur.ac.in">http://www.cgdteraipur.ac.in</a></td>
<td>For education</td>
</tr>
<tr>
<td><a href="http://nagarnigamraipur.com/">http://nagarnigamraipur.com/</a></td>
<td>Roads cleaning, property records, tax payment</td>
</tr>
<tr>
<td><a href="http://www.cgsird.gov.in/">http://www.cgsird.gov.in/</a></td>
<td>For rural development and panchayat</td>
</tr>
<tr>
<td><a href="http://comtax.cg.nic.in/comtax/">http://comtax.cg.nic.in/comtax/</a></td>
<td>For collecting income tax</td>
</tr>
<tr>
<td><a href="http://cg.nic.in/transport/">http://cg.nic.in/transport/</a></td>
<td>For transport</td>
</tr>
<tr>
<td><a href="http://health.cg.gov.in/ehealth/welcome.htm">http://health.cg.gov.in/ehealth/welcome.htm</a></td>
<td>For health</td>
</tr>
</tbody>
</table>
## State wise websites for e-governance

<table>
<thead>
<tr>
<th>State</th>
<th>Websites</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>HARYANA</td>
<td><a href="http://jamabandi.nic.in/">http://jamabandi.nic.in/</a></td>
<td>For land records</td>
</tr>
<tr>
<td></td>
<td><a href="http://haryanaforms.nic.in/transport.asp">http://haryanaforms.nic.in/transport.asp</a></td>
<td>For transport</td>
</tr>
<tr>
<td></td>
<td><a href="http://haryanaforms.nic.in/bd.asp">http://haryanaforms.nic.in/bd.asp</a></td>
<td>For birth and death registration</td>
</tr>
<tr>
<td></td>
<td><a href="http://haryanaforms.nic.in/revenue.asp">http://haryanaforms.nic.in/revenue.asp</a></td>
<td>For caste, land, income and rural certificate</td>
</tr>
<tr>
<td></td>
<td><a href="http://haryanaforms.nic.in/ph.asp">http://haryanaforms.nic.in/ph.asp</a></td>
<td>For sewage and water connection</td>
</tr>
<tr>
<td></td>
<td><a href="http://haryana.gov.in/employee/emp.asp">http://haryana.gov.in/employee/emp.asp</a></td>
<td>For employee</td>
</tr>
<tr>
<td>GUJRAT</td>
<td><a href="http://www.gujaratinformatics.com/">http://www.gujaratinformatics.com/</a></td>
<td>For any kind of information</td>
</tr>
<tr>
<td></td>
<td><a href="http://cg.nic.in/transport/">http://cg.nic.in/transport/</a></td>
<td>For transport</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.egovamc.com/">http://www.egovamc.com/</a></td>
<td>For land, tax, property, roads</td>
</tr>
</tbody>
</table>
State wise websites for e-governance

<table>
<thead>
<tr>
<th>CHANDIGARH</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://chandigarh.nic.in/how_know-rj.htm">http://chandigarh.nic.in/how_know-rj.htm</a></td>
<td>For any kind of legal issue</td>
</tr>
<tr>
<td><a href="http://chandigarh.nic.in/how_know-prop.htm">http://chandigarh.nic.in/how_know-prop.htm</a></td>
<td>For property details</td>
</tr>
<tr>
<td><a href="http://mcchandigarh.gov.in/">http://mcchandigarh.gov.in/</a></td>
<td>For municipality</td>
</tr>
<tr>
<td><a href="http://chdeducation.gov.in/">http://chdeducation.gov.in/</a></td>
<td>For education</td>
</tr>
<tr>
<td><a href="http://chandigarh.nic.in/dept_agri.htm">http://chandigarh.nic.in/dept_agri.htm</a></td>
<td>For agriculture</td>
</tr>
<tr>
<td><a href="http://chandigarh.nic.in/dept_hlt.htm">http://chandigarh.nic.in/dept_hlt.htm</a></td>
<td>For health</td>
</tr>
<tr>
<td><a href="http://sampark.chd.nic.in/pls/esampark_web/">http://sampark.chd.nic.in/pls/esampark_web/</a></td>
<td>For any kind of bill payments</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>UTTAR PRADESH</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://gis.up.nic.in:8080/srishti/">http://gis.up.nic.in:8080/srishti/</a></td>
<td>For district information</td>
</tr>
<tr>
<td><a href="http://bhulekh.up.nic.in/">http://bhulekh.up.nic.in/</a></td>
<td>For land records</td>
</tr>
<tr>
<td><a href="http://koshvani.up.nic.in/">http://koshvani.up.nic.in/</a></td>
<td>Provides state financial health</td>
</tr>
<tr>
<td><a href="http://rahat.up.nic.in/">http://rahat.up.nic.in/</a></td>
<td>For disaster management</td>
</tr>
</tbody>
</table>
## Award for e-Governance

### Category I – Excellence in Government Process Re-engineering

<table>
<thead>
<tr>
<th>Award</th>
<th>Project Name</th>
<th>Name of Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Gold</strong></td>
<td>TDS Reconciliation Analysis &amp; Correction Enabling System</td>
<td>Directorate of Income Tax</td>
</tr>
<tr>
<td><strong>Silver</strong></td>
<td>e-Initiatives in Commercial Taxes</td>
<td>Finance Department, Govt of West Bengal</td>
</tr>
</tbody>
</table>

### Category II – Outstanding Performance in Citizen-Centric Service

<table>
<thead>
<tr>
<th>Award</th>
<th>Project Name</th>
<th>Name of Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Gold</strong></td>
<td>Passport Seva Project</td>
<td>Ministry of External Affairs, Govt. of India</td>
</tr>
<tr>
<td><strong>Silver</strong></td>
<td>Kanyashree Prakalpa Portal Kanyashree online</td>
<td>Dept of Women Development &amp; Social Welfare, Govt. of West Bengal</td>
</tr>
</tbody>
</table>

### Category III – Innovative Use of Technology in e-Governance

<table>
<thead>
<tr>
<th>Award</th>
<th>Project Name</th>
<th>Name of Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Gold</strong></td>
<td>Suraksha Setu-Safe City Surat</td>
<td>Office of the Commissioner of Police, Surat, Gujarat</td>
</tr>
<tr>
<td><strong>Silver</strong></td>
<td>Force Deployment Software</td>
<td>Office of Chief Electorate Officer, Bihar and National Informatics’ Centre, Bihar</td>
</tr>
</tbody>
</table>
### Award for e-Governance

**Category IV – Incremental Innovations in existing Projects**

<table>
<thead>
<tr>
<th>Award</th>
<th>Project Name</th>
<th>Name of Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gold</td>
<td>AGRISNET-Farm Crop Management System (FCMS)</td>
<td>Department of Agriculture, Govt. of Tamil Nadu</td>
</tr>
<tr>
<td>Silver</td>
<td>e-Procurement</td>
<td>Industries Department, Industries Commissionerate, Gujarat</td>
</tr>
</tbody>
</table>

**Category V – Best District Level Initiative in Citizen-Centric Service Delivery through ICT**

<table>
<thead>
<tr>
<th>Award</th>
<th>Project Name</th>
<th>Name of Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gold</td>
<td>Effective Vehicles Database Management to Trace the owners of Unclaimed Vehicles Lying in Police Stations</td>
<td>Mandya District Police, Home Department, Karnataka</td>
</tr>
<tr>
<td>Silver</td>
<td>e-Panchayat</td>
<td>District Reasi, Jammu and Kashmir</td>
</tr>
</tbody>
</table>

**Category VI – Innovative use of GIS Technology in e-Governance**

<table>
<thead>
<tr>
<th>Award</th>
<th>Project Name</th>
<th>Name of Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gold</td>
<td>Geographic Information System Project</td>
<td>Chhattisgarh infotech and biotech Promotion Society (CHiPS), Deptt. of Information Technology, Chhattisgarh</td>
</tr>
<tr>
<td>Silver</td>
<td>Application of Remote Sensing and GIS Technology in Sericulture Development</td>
<td>Central Silk Board, Ministry of Textiles, Government of India, Bangalore, Karnataka</td>
</tr>
</tbody>
</table>
## Award for e-Governance

### Category VII – Innovative use of Mobile Technology in e-Governance

<table>
<thead>
<tr>
<th>Award</th>
<th>Project Name</th>
<th>Name of Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gold</td>
<td>State Highway Development Projects</td>
<td>Karnataka Public Works, State Highway Development Project.</td>
</tr>
<tr>
<td><strong>Silver</strong></td>
<td>SMS Based Failed Distribution Transformer Information and Management System</td>
<td>MP Kshetra Vidyut Vitaran Co. Ltd., (Govt. of MP Undertaking), Bhopal</td>
</tr>
</tbody>
</table>

### Category VIII – Specific Sectoral Award

<table>
<thead>
<tr>
<th>Award</th>
<th>Project Name</th>
<th>Name of Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gold</td>
<td>SAMVIDA</td>
<td>Rural Development Department, Govt. of Bihar &amp; National Informatics’ Centre, Bihar</td>
</tr>
<tr>
<td><strong>Silver</strong></td>
<td>e-Governance Training and Certification</td>
<td>Government of Maharashtra, Mumbai</td>
</tr>
</tbody>
</table>

### Category IX – Innovative use of ICT by Central Government PSUs

<table>
<thead>
<tr>
<th>Award</th>
<th>Project Name</th>
<th>Name of Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gold</td>
<td>SAMPARK</td>
<td>Information Technology and Services Deptt. Bharat Heavy Electricals Limited (BHEL), Bhopal, Madhya Pradesh</td>
</tr>
</tbody>
</table>
CIC Online Project Case Study

Objectives

- Bridge the digital divide under GTG & GTC
- Providing information regarding
  - Local resources, local demographic parameters, Internet connectivity and services delivery to citizen.
  - Birth & death registration
  - Government schemes, Prices & other market information like agriculture produce
  - Info on educational opportunities
  - Info on employment opportunities through job portals
- Enabling a platform for interaction.
- Providing cheap medium for reaching the masses
- Reduce corruption
- Provide motivation & awareness camps for different purposes
CIC Online Project Case Study

- Objectives
  - Providing PAN Status and Online PAN card Application by CIC- Dimoria.
  - An Exposer of online Election result.
  - Video recording of Interview of local prominent person.
  - Computer-Aided Paper less Examination System (CAPES) Test.
  - Online access of common entrance exam result of engineering and medical students
CIC Online Project Case Study

CIC Success
- Able to develop business model for future sustainability.
- Better public awareness.
- Community participation
- Forward and backward linkage.
- Creation of knowledge based society.
- Penetration among youth.
- Diversification of services.
National e-Governance Plan (NeGP) - make all government services accessible to common man in his locality, through common service delivery outlets and ensure efficiency, transparency & reliability of such services at affordable cost to realize the basic needs of the common man.

Initiatives under NeGP

- State Wide Area Networks – connect all state
- State Data Centres – host Govt apps
- Common Services Centres – internet enabled centres at district level
- Electronic forms through state portal – download forms & submit applications
- Capacity Building – implementation from city to village
- E-District – provide district administration services by web services like right to information, social welfare, ration card, birth & death certificate etc.
- Citizen engagement – deep awareness of project
Current E-Gov - 12th 5yr plan (2012-17)

- Deliver **all Govt services in electronic mode** so as to make Govt process transparent, citizen centric, efficient and easy accessible
- Create **sharable resources** for all Govt entities
- To deliver both information & transaction of Govt services **over mobile**
- Build shared service platforms to **accelerate** e-Gov project implementation
- To strengthen & **improve existing project through innovation** and infusion of advanced technology
- To promote ethical use of technology & data and **create safe & secure cyber world**
- **To create ecosystem that promotes innovation** in ICT for governance & for applications that can benefit the citizens
- To **better target welfare schemes** of central & state Govt
- **To increase all round awareness** & create mechanism that promotes & encourages citizen engagement
- To make available as much data as possible in public domain for productive use by citizens
Digital India

- Digital India is a **program to transform India into a digitally empowered society and prepare India for a knowledge future.**

- The focus is on being **transformative** – to realize IT + IT = IT

- The focus is on making **technology central to enable change.**

- It is an **Umbrella Programme** – covering many departments.
  - It weaves together a large number of ideas and thoughts into a **single, comprehensive vision** so that each of them is seen as part of a larger goal.
  - Each individual element stands on its own. But is also part of the **larger picture**.
  - It is **coordinated by DeitY, implemented by the entire government.**
  - The weaving together makes the Mission **transformative in totality**

- **The Programme:**
  - Pulls together many **existing schemes.**
  - These schemes will be **restructured and re-focused.**
  - They will be **implemented in a synchronized manner.**
  - Many elements are only **process improvements with minimal cost.**

- The **common branding** of programs as **Digital India** highlights their transformative impact.
Vision of Digital India

Centered on 3 Key Areas
- Digital Infrastructure as a Utility to Every Citizen
- Governance & Services on Demand
- Digital Empowerment of Citizens
Vision Area 1: Infrastructure as a Utility to Every Citizen

- High speed internet as a core utility
- Cradle to grave digital identity - unique, lifelong, online, authenticable
- Mobile phone & Bank account enabling participation in digital & financial space
- Easy access to a Common Service Centre
- Shareable private space on a public cloud
- Safe and secure Cyber-space
Vision Area 2: Governance & Services On Demand

- **Seamlessly integrated** across departments or jurisdictions
- Services **available in real time** from online & mobile platform
- **All citizen entitlements** to be available on the cloud
- Services digitally transformed for improving **Ease of Doing Business**
- Making **financial transactions** electronic & cashless
- Leveraging GIS for **decision support systems & development**
Vision of Digital India

- **Vision Area 3: Digital Empowerment of Citizens**
  - Universal **Digital Literacy**
  - Universally accessible **digital resources**
  - **All documents/certificates** to be available on cloud
  - Availability of digital resources/services in **Indian languages**
  - **Collaborative digital platforms** for participative governance
  - **Portability** of all entitlements through **cloud**
Nine Pillars of Digital India

1. Broadband Highways
2. Universal Access to Phones
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 – Target NET ZERO Imports
8. IT for Jobs
9. Early Harvest Programmes
Pillar 1. Broadband Highways

**Broadband for all Rural**
- Coverage: 250,000 GP
- Timeline: December 2016
- CAPEX: Rs 32,000 Cr
- Nodal Dept: DoT

**Broadband for all Urban**
- Virtual Network Operators for service delivery.
- Mandate communication infrastructure in new urban development and buildings.

**National Information Infrastructure**
- Coverage: Nationwide
- Timeline: March 2017
- Cost: Rs 15,686 Cr
- Nodal Dept: DeitY

1yr: 50,000 GP
2yr: 100,000 GP
3yr: 100,000 GP

Changes in Rules to facilitate.

Integration of SWAN, NKN, NOFN. To be implemented in 2 years.
Pillar 2. Universal Access to Mobile connectivity

**Universal Access to mobile connectivity**

- **Coverage**: Remaining uncovered villages (~42,300 villages)
- **Timeline**: FY 2014-18
- **Cost**: Rs 16,000 Cr
- **Nodal Dept**: DoT

**Ongoing Programme**
Increased network penetration & coverage of gaps
Pillar 3. Public Internet Access Programme – National Rural Internet Mission

• Coverage: 2,50,000 villages (now 130,000)
• Timeline: 3 Years - March 2017
• Cost: Rs 4750 Cr
• Nodal Agency: DeitY

CSCs made viable, multi-functional end-points for service delivery

• Coverage: 1,50,000 Post Offices
• Timeline: 2 Years
• Nodal Agency: D/o Posts

Ongoing Programme
Reach of Govt. services to all GPs

This should be long term vision for POs

Post Offices to become Multi-Service Centres
Pillar 4. e-Governance: Reforming Government through Technology

- **Business Process Re-engineering** using IT to improve transactions
  - Form Simplification, reduction
  - Online applications and tracking, Interface between departments
  - Use of online repositories e.g. school certificates, voter ID cards, etc.
  - Integration of services and platforms – UIDAI, Payment Gateway, Mobile Platform, EDI

- **Electronic Databases** – all databases and information to be electronic, not manual

- **Workflow automation** inside government

- **Public Grievance Redressal** - using IT to automate, respond, analyse data to identify and resolve persistent problems – largely process improvements

- **To be implemented across government - critical for transformation.**
Pillar 5. eKranti - Electronic Delivery of Services

- **Technology for Education – e-Education**
  - All Schools connected with broadband
  - Free wifi in all schools (250,000)
  - Digital Literacy program
  - MOOCs – develop pilot Massive Online Open Courses

- **Technology for Health – e-Healthcare**
  - Online medical consultation
  - Online medical records
  - Online medicine supply
  - Pan-India exchange for patient information
  - Pilots – 2015; Full coverage in 3 years

- **Technology for Planning**
  - GIS based decision making
  - National GIS Mission Mode Project

- **Technology for Farmers**
  - Real time price information
  - Online ordering of inputs
  - Online cash, loan, relief payment with mobile banking

- **Technology for Security**
  - Mobile Emergency Services

- **Technology for Financial Inclusion**
  - Mobile Banking
  - Micro-ATM program
  - CSCs/ Post Offices

- **Technology for Justice**
  - e-Courts, e-Police, e-Jails, e-Prosecution

- **Technology for Security**
  - National Cyber Security Co-ordination Center

Ongoing Programme (NeGP) – will be revamped to cover these elements
Pillar 6. Information for All

- **Online Hosting of Information & documents**
  - Citizens have open, easy access to information
  - Open data platform

- **Government pro-actively engages through social media and web based platforms to inform citizens**
  - MyGov.in
  - **2-way communication** between citizens and government

- **Online messaging** to citizens on special occasions/programs

- **Largely utilise existing infrastructure** – limited additional resources needed
Pillar 7. Electronics Manufacturing

- **Target NET ZERO Imports by 2020**

- **Ambitious goal** which requires coordinated action on many fronts
  - Taxation, Incentives
  - Economies of Scale, Eliminate cost disadvantages

- **Focused areas — Big Ticket Items**
  - FABS, Fab-less design, Set top boxes, VSATs, Mobiles, Consumer & Medical Electronics, Smart Energy meters, Smart cards, micro-ATMs
  - Incubators, clusters
  - Skill development
  - Government procurement

- There are many ongoing programs which will be fine-tuned.

- **Existing Structures inadequate to handle this goal. Need strengthening.**
Pillar 8. IT for Jobs

Train people in smaller towns & villages for IT sector jobs
- Coverage: 1 Crore students
- Timeline: 5 years
- Cost: Rs 200 Cr for weaker sections
- Nodal Agency: DeitY

IT/ITES in NE
- Scope: Setting up of BPO per NE State
- Coverage: NE States
- Nodal Agency: DeitY

Train Service Delivery Agents to run viable businesses delivering IT services
- Coverage: 3,00,000
- Timeline: 2 Years
- Nodal Agency: DeitY

Telecom service providers to train rural workforce to cater to their own needs
- Coverage: 5,00,000
- Timeline: 5 Years
- Nodal Agency: DoT

New Scheme
IT ready workforce

ICT enabled growth in NE

Ongoing
Skilled VLEs and Viable CSCs

Telecom ready workforce
Pillar 9. Early Harvest Programmes

**IT platform for messages**
- Coverage: Elected representatives, All Govt employees
- 1.36 Cr mobiles and 22 Lakh emails
- Mass Messaging Application developed

**Government Greetings to be e-Greetings**
- Basket of e-Greetings templates available
- Crowd sourcing of e-Greetings thru MyGov
- e-Greetings Portal ready by 14 August 2014

**Biometric attendance**
- Coverage: All Central Govt. Offices in Delhi
- Operational in DeitY & Initiated in Urban Development
- On-boarding started in other depts
- Procurement of devices – tender issued

**Targeted Mass messaging since July 14**

**1st e-Greeting from PM on 15th Aug 2014**

**To be completed by Oct 2014**
Pillar 9. Early Harvest Programmes

**Wi-fi in All Universities**
- Scope: All universities on NKN
- 400 additional Universities
- Cost: Rs 790 Cr
- Approval - Oct 2014
- Implementation done by Dec 2015

**Secure email within government**
- Phase I upgradation for 10 Lakh employees done
- Ph II for 50 Lakh employees by March 2015
- Cost: Rs 98 Cr
- Email to be primary mode of communication

**Standardize government email design**
- Standardised templates under preparation
- To be ready by October 2014
Pillar 9. Early Harvest Programmes

- **Public wifi hotspots**
  - **Coverage**: Cities with pop > 1 Mill., tourist centres
  - **Nodal Agency**: DoT/ MoUD

- **School Books to be eBooks**
  - **Nodal Agency**: MHRD/ DeitY

- **SMS based weather information, disaster alerts**
  - **DeitY’s Mobile Seva Platform ready**
  - **Nodal Agency**: MoES (IMD) / MHA (NDMA)

- **National Portal for Lost & Found children**
  - **Nodal Agency**: DeitY/ DoWCD

- **Digital Cities Completed by Dec 2015**
- **Completed by Mar 2015**
- **In place by Dec 2014**
- **In place by Oct 2014**
Composition of Monitoring Committee

- **Prime Minister** – Chairman
  - Finance Minister
  - Minister of Communications & IT
  - Minister of RD
  - Minister of HRD
  - Minister of Health

- **Special Invitees:**
  - Principal Secretary to PM
  - Cabinet Secretary
  - Secretaries of Expenditure, Planning, DoT and Posts
  - Secretary, DeitY – Convener
Estimated Costs and Impacts

- **Overall Costs of Digital India**
  - ~ USD 15billion in ongoing schemes (only DeitY, DOT & not incl. those in other line Ministries)
  - ~ USD 2billion for new schemes & activities

- **Impact of Digital India by 2019**
  - Broadband in 250,000 villages, universal phone connectivity
  - Net Zero Imports by 2020
  - 400,000 Public Internet Access Points
  - Wi-fi in 250,000 schools, all universities; Public wi-fi hotspots for citizens
  - Digital Inclusion: 261,000 trained for IT, Telecom and Electronics Jobs
  - Job creation: Direct 261,000 and Indirect at least 1.3million.
  - e-Governance & eServices: Across government
  - India to be leader in IT use in services – health, education, banking
  - Digitally empowered citizens – public cloud, internet access

E-Governance involves citizen to participate in Government’s decision making process.

In spite of poor infrastructure, poverty, illiteracy, language dominance & all other reasons India has number of award winning e-governance projects.

Effective promotions schemes by the India government will also be a boosting factor to provide quality services to their citizens which means there is huge potential for development of e-governance in various sectors.

India is likely to soon emerge as a leader in E-Governance due to the fact that here is current high level of political commitment and adequate sources of funding.

According to Skoch consultancy New Delhi, 81% citizens report reduction in corruption, 95% find cost of e-governance affordable and 78% favours fast delivery of services.

Therefore we can say that e-Governance is the key to the “Good Governance” for developing country like India to minimize corruption, provide efficient and effective or quality services to their citizens.