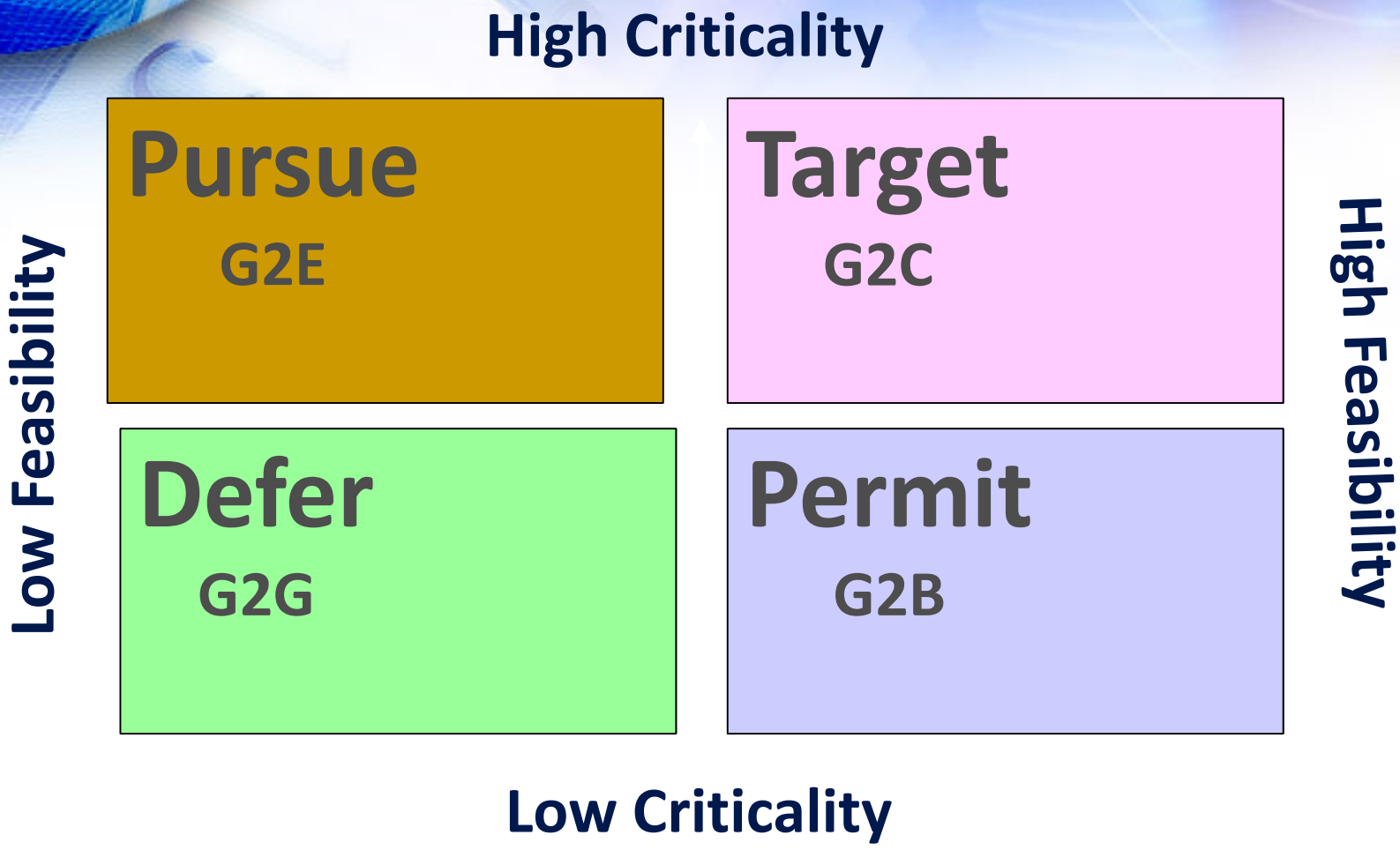
Strategic eGovernance initiatives &
Overview of IT industry in India

ndependent onsultant –

The **VISION** for e-governance is that Departments and the public will be able to do business through a standard electronic environment that promotes public - **Participation and Trust**

IT policy (1998) ➔Enhanced in (2003)

Mission Statement	Empowerment through Connectivity
Objective	Anytime, Anywhere, Anyhow services



Prioritizing the intervention

Citizen Services

Most dominant Govt. Offices – Service Providers to Citizens

Govt. Office	Approximate Services
State Govt.	
Municipal bodies	67
Land Records	7
Collectorate	96
RTO	21
Sales Tax & others	15
Electricity	15
Education & Employment	10
Central	
Telephones	15
I.Tax,Excise,PF	42
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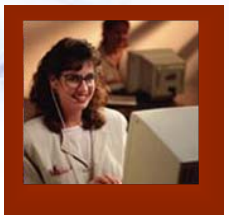
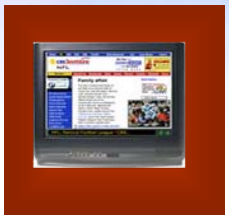
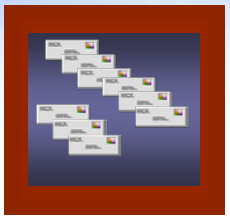
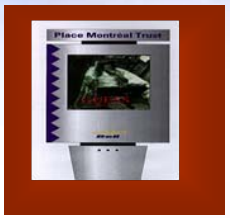








Counter

Call Center

Internet

E-Mail

Mail

Kiosk

Integrated Citizen Facilitation Center

Citizen Service / Correspondance / eCommerce

Integrated Backend

Content Delivery

Service Providers

Suppliers & Partners

Citizen Service: The best Channel

Approach

- Start small, deliver value and scale fast
- Earliest applications are the ones that provide maximum visible or tangible benefit
- Business Process Re engineering examined instead of mere automation of existing manual process
- Outsourcing the entire IT infrastructure to service the requirements relating to Hardware, Networks, Application Support, Database and OS Support, Help Desk and Processes relating to citizen interface
- Service levels for fail safe operations against payment for the services either from the Citizens for the front end or by government institution for the back end

Challenges

- Very slow process with long gestation period
- Exposed to risk of ever changing priority due to changing Heads of govt departments
- Availability of connectivity, hardware but not the content (degree of localization)
- Scepticism from citizens due to delay in getting widespread tangible benefits

Value addition.. examples

- SARITA generating >20% additional revenues for Government and >20 crores from transaction revenues every year with turn around time of 30 minutes for citizens
- IGR: Norm- Create one office of Assistant Registrar + Clerk + Peon for each increase of 50 registrations per day. Currently each set is taking load of 60-80 registrations per day at 65-70 locations saving 14,00,000 per month
- Treasury: Norm- 730 pensioners, one clerk. Due to computerization each clerk is able to take load of 2000 pensioners and department has surrendered 220 posts saving 1320000/- per month
- PWD: 50% saving in telephone cost across the state.

Role of DIT

- Advisory and enabler for departments adopting IT
- Laying down Policies and Standards for Information Systems, Data management, Security and Audits and enforcement of SLAs with the vendors offering services
- Single point contact for arranging expertise and infrastructure operations and management for all the departments

DIT Contribution

- ITSP empanelment
- Templates for procurement process- IT services and products
- User department committee where IT department is member
- Standards for data architecture prescribed for uniformity
- Common Generic Applications like PIS/Payroll, File tracking, Intranet/Internet, E mail etc.

Selection of ITSP

User Specification and Feasibility Report

Approval by the High Power Committee

Formation of Department Steering and Technical Committees

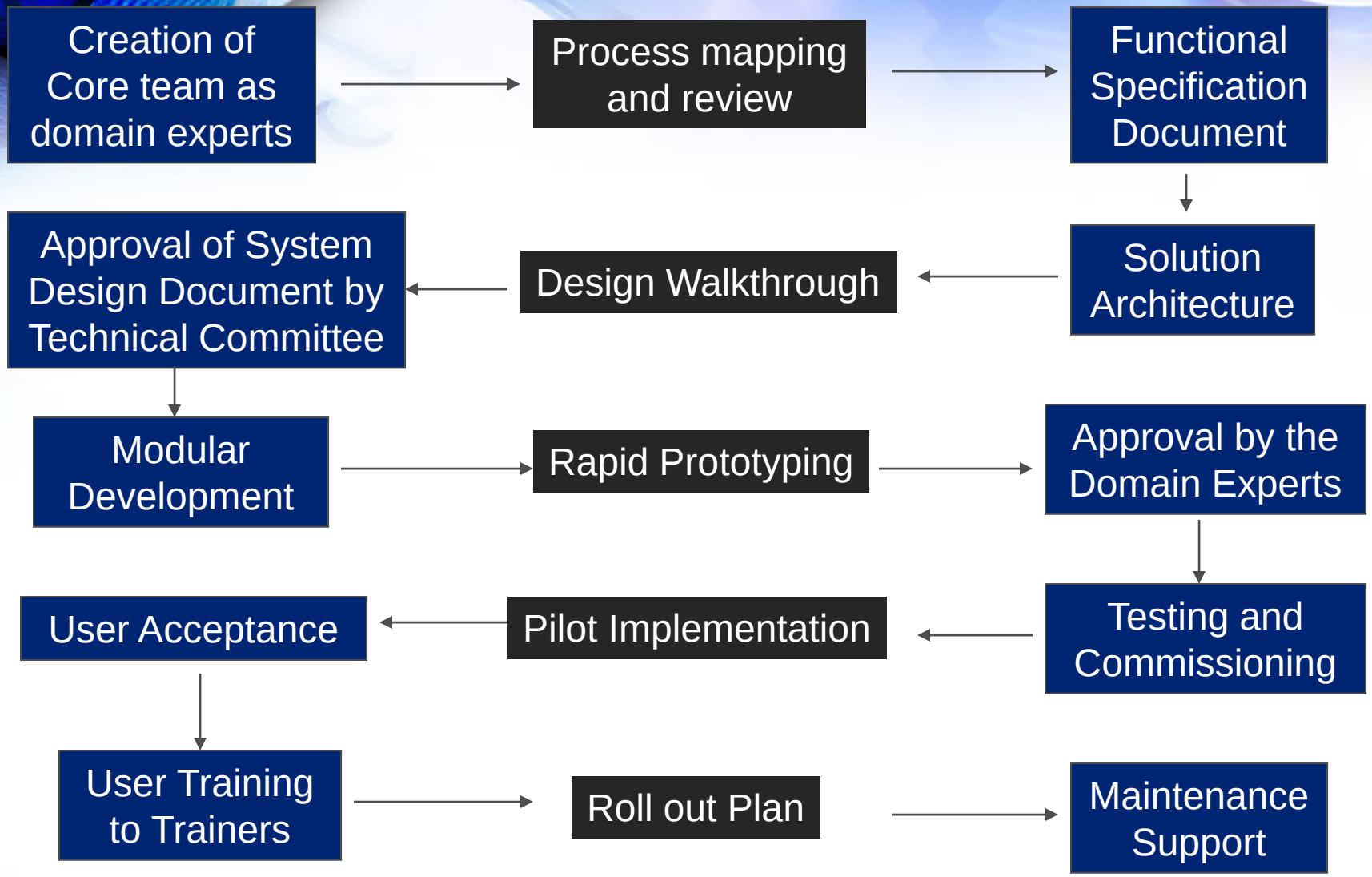
RFP for the ITSP

Appraisal of Technical Solution

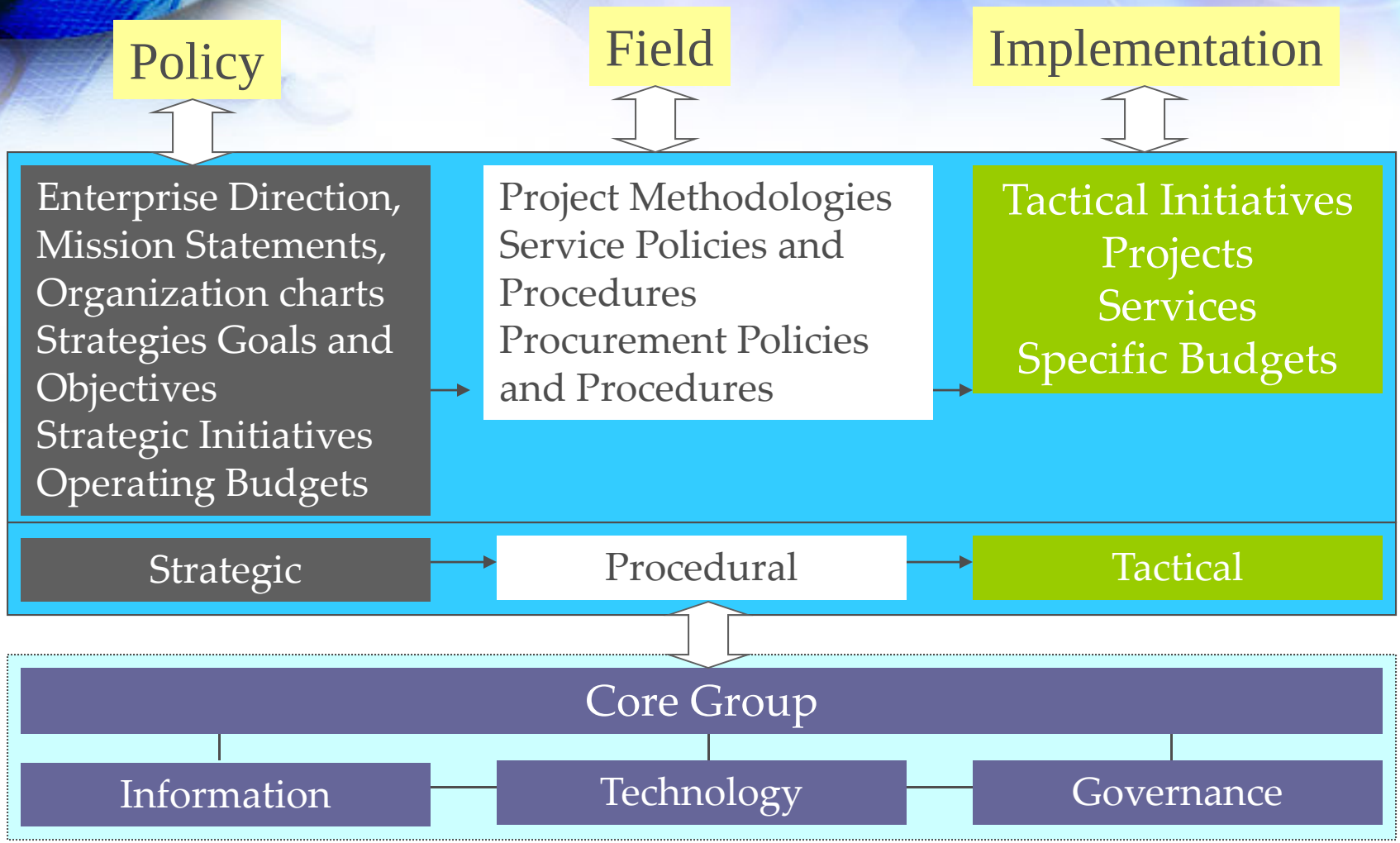
Appraisal of Commercial viability

Selection of ITSP on best techno commercial Score

Interaction with ITSP



Knowledge Sharing



Project Unite

- Enhanced Monitoring of Assisted Social Sector Schemes on ‘Impact’
- Common database of services delivered to the ‘vulnerable’ groups of citizens
- Content spread horizontally across the departments using ‘Life cycle’ approach
- Primary data captured as the service is delivered
- Analysis of data against pre-determined values worked out through cross linkages across departmental schemes

The Strategic Choices

- Procure services/solutions rather than the products/development
- Leverage the public networks rather than setting up captive private networks
- Standards based, technology agnostic, multi vendor solutions/products
- Horizontal development of information infrastructure for collaboration and integration
- BUSINESS FUNCTIONS and not TECHNOLOGY ISSUES main focus

The Dream project for e-Governance

UID of INDIA

Unique Identification Authority of India

Nandan Nilekani,

Co-Chairman, Infosys Technologies Ltd

Nilekani,54, was appointed as the head of the ID project by the Government

The UID Project

- The UID project is a step towards assigning a unique number to each individual in the country that would remain a permanent identifier right from birth to death of the individual.

- The UID would dispose the need for a person to produce multiple documentary proofs of his identity for availing of any government service or private services like opening of a bank account.

The UID Project

- This would end needless harassment that people face for availing of basic government services like issuance of passports, driving licences and electoral identity cards.
- Backed by intensive use of technology, it would greatly facilitate easy verification of a person's identity and enable a single communication to trigger address changes in all relevant agencies records.
- It would also serve as the basis for many **e-Governance** services incorporating online verification of a person's identity.

The UID Project

This project is of course **complex** and **high risk** one. The largest database (in the United States) of this kind is of 120 million people.

For India it would be **1.2 billion people**

Key highlights of UID

- The unique identification number would ensure that any lacuna in government schemes is removed so that the benefits reach the rightful people
- The UID programme will provide an identity card to every citizen to establish citizenship and address security concerns.
- The flagship schemes of the UPA include the National Rural Employment Guarantee Scheme, Sarva Shiksha Abhiyaan, National Rural Health Mission and Bharat Nirman

Key highlights of UID

- The identity cards proposed will be smart cards which will carry information of each and every individual, his/her finger biometrics as well as a photograph.
- A unique National Identity Number will be assigned to each individual including those below 18 years of age.
- The government will spend around **$6 billion** on developing smart cards apart from a mammoth citizen database.

Key highlights of UID

- Professional services firm **Ernst & Young** bagged the contract from UIDAI to become consulting partner for the project
- UIDAI saw its allocation increased by 16 times to Rs **1,900 crore** for 2010-11. The first set of UIDs are to be issued between August 2010 and February 2011.
- The plan is to issue 600 mill UIDs over the next 5 years

Key highlights of UID

A Technology Advisory Group for Unique Projects, to be also headed by Nilekani that will create IT projects in systems like the

- Tax Information Network
- New Pension Scheme
- National Treasury Management Agency
- Expenditure Information Network
- Goods and Services Tax

In different stages of the UID rollout

Key highlights of UID

- The high interest of IT firms in the project is due to the immense opportunity ahead. Biometrics (which includes fingerprint, face and iris recognition) and computing power hold the keys to the UID project

- This is estimated to offer a Rs 15,000-20,000 crore opportunity to computing, database, smartcard and storage vendors, besides system integrators

“The fundamental cure for development is not money but knowledge.”

Sir W. Arthur Lewis

If a nation/region fails to PLAN its PLANNING to FAIL