

Two-Day Workshop
28th & 29th Nov
on
e-Governance
Initiatives & Practices

-Speaker-

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Governance

Establishes rules that control decision-making.

Governance also encompasses ethical business conduct and ensures that companies / Org operate with integrity.

Government

Refers to the range of government activity and the degree to which governments impact people's daily lives.

e-Governance

Uses information and communication technologies (ICTs) to transform the structure and functions of government.

E-governance aims to improve the efficiency, transparency, and accountability of the government, and to increase citizen participation.

In a Nutshell

Governance	Government	e-Governance
Establishes rules that control decision-making.	Refers to the range of government activity	Uses ICTs to transform the structure and functions of government.

What is e-Governance?

- e-Governance refers to the use of online services and electronic systems to make government services more accessible and efficient for the public.
- The Government of India established the Department of Electronics in 1970, and in 1977, the National Informatics Centre (NIC) was set up. This was the first step towards implementing e-Governance in India.

Activities Under e-Governance:

1. You can avail all banking services through online banking.
2. All tasks related to GST (Goods and Services Tax) can be done online.
3. Bills for electricity, water, telephone, mobile, DTH, etc., can be paid online.

Activities Under e-Governance

4. Services such as applying for or verifying PAN card, Aadhaar card, Ration card, Passport, Caste certificate, and other official certificates can be done online.
5. Income tax return filing can be done entirely online.
6. Train, bus, and flight tickets can be booked online.

Key Objectives of e-Governance in India

1. Improving service delivery to citizens.
2. Enhancing transparency in government functioning.
3. Boosting efficiency in administration.
4. Promoting citizen participation in governance.

Types of e-Governance?

- **G2G** (Government to Government)
- **G2C** (Government to Citizen)
- **G2B** (Government to Business)
- **G2E** (Government to Employees)

e-Governance: G2G

These are services where **one government department communicates, shares data, or works digitally with another government department.**

- **Crime and Criminal Tracking Network System (CCTNS):** Police stations across India share criminal records and investigation data with state and central agencies.
- **GSTN (Goods and Services Tax Network):** Data shared between Central Government and State Governments for GST collection and monitoring.
- **National e-Governance Service Delivery Gateway (NSDG):** Helps departments exchange files, documents, and citizen data electronically.
- **e-Office by NIC:** Digital file movement between departments, reducing paper-based work.
- **Swayam Centralized Dashboard:** Different education departments share teaching and learning resources.

e-Governance: G2C

These are services where **government directly provides online services to citizens.**

- **Aadhaar Services:** Online update of address, download of Aadhaar, etc.
- **UMANG App:** All government services like PAN, EPFO, AIIMS, DigiLocker on one mobile app.
- **DigiLocker:** Citizens can store and download digital documents like Driving Licence, RC, Marksheet.
- **Passport Seva Portal:** Online application, appointment booking, and passport tracking.
- **IRCTC Online Ticketing:** Citizens book railway tickets digitally.
- **Bharat Bill Payment System (BBPS):** Online payment of electricity, water, DTH, gas bills.
- **CoWIN Portal:** Online appointments for vaccination.

e-Governance: G2B

These are services where **government supports companies, industries, and startups through online platforms.**

- **MCA21 Portal:** Company registration, director registration, and filing of annual returns.
- **GST Portal:** Businesses file GST returns, generate e-invoices, and claim credits.
- **GeM (Government e-Marketplace):** Businesses and vendors sell products and services to government departments.
- **EPFO Portal for Employers:** Employers digitally deposit PF contributions for their employees.
- **Startup India Portal:** Registration of startups, benefits, tax exemptions.
- **APEDA Portal:** Agricultural exporters register and obtain certifications.

e-Governance: G2E

These are services where **government offers online facilities specifically for its employees.**

- **SPARSH (Defence Pension System):** Helps defence employees manage pension, update details, and track payments.
- **HRMS (Indian Railways):** Railway employees access salary slips, leave records, promotions, and service book.
- **e-HRMS Portal (DoPT):** Central Government employees get e-service books, leave applications, and transfer details.
- **PRAN / NPS Portal:** Government employees manage their pension contributions.
- **PFMS (Public Financial Management System):** Employees check salary status, allowances, and reimbursements.

Digital India Program

- **Launched:** 2015 by PM Narendra Modi.
- **Vision:** Transform India into a digitally empowered society and knowledge economy.
- **Key Components:**
 1. Broadband highways.
 2. Public internet access points.
 3. E-Governance platforms.

Government Process Re-engineering (GPR)

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- **What is GPR?**

Government Process Re-engineering (GPR) is the systematic redesign and improvement of government processes to enhance efficiency, service delivery, and transparency.

- **Objective:**

1. Improve government functions and outcomes.
2. Simplify citizen interactions with the government.

Key Concepts of GPR

- **Re-engineering:** Rethinking and redesigning government processes.
- **Streamlining:** Simplifying workflows and reducing unnecessary steps.
- **Technology Integration:** Leveraging ICT to enhance process efficiency.
- **Focus:** Improving citizen services, reducing delays, and increasing accountability.

Goals of Government Process Re-engineering

- **Improved Efficiency:** Faster processing of applications, requests, and services.
- **Enhanced Transparency:** Reduced corruption and enhanced accountability.
- **Better Citizen Experience:** Simplified, user-friendly services for citizens.
- **Cost Reduction:** Optimizing resource use and cutting operational costs.

Examples of GPR in India

e-District Project:

Streamlined service delivery at the district level for certificates, pensions, and other services.

Passport Seva Kendra:

Redesign of the passport issuance process to make it faster, more transparent, and user-friendly.

Examples of GPR in India

Income Tax Filing:

Simplified e-filing process, reducing paperwork and processing time.

Online Public Distribution System (PDS):

Integration of technology to improve delivery and reduce leakage in food distribution schemes.

Benefits of GPR

- **Faster Decision Making:** More efficient processing of requests.
- **Cost Savings:** Reduction in administrative overhead and wastage.
- **Improved Service Delivery:** Quicker access to government services.
- **Enhanced Public Trust:** Greater transparency and accountability.

Challenges in Implementing GPR

- **Resistance to Change:** Employees and departments may resist process changes.
- **Digital Divide:** Lack of technology infrastructure in rural or remote areas.
- **Complex Bureaucracy:** Overcoming entrenched systems and procedures.
- **Training and Skill Development:** Ensuring staff are skilled in new systems and technologies.

National e-Governance Plan (NeGP)

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- **Launched:** 2006.
- **Objective:** To make government services accessible to citizens via ICT ie. **G2C (Government to Citizen)**
- **Key Initiatives:**
 1. e-District: Digitizing services at the district level.
 2. State Data Centers (SDCs): Hosting government services online.

Key Components of NeGP

State and District e-Governance:

Focus on bringing digital services to the grassroots.

Core Infrastructure:

State Data Centres (SDCs), Service Delivery Gateways (SDGs), and Common Service Centres (CSCs).

Mission Mode Projects (MMPs):

Specific projects aimed at improving service delivery.

Capacity Building:

Training government employees and citizens in digital literacy.

Mission Mode Projects (MMPs)

- **e-District:** Provides citizen services such as certificates, pension, and licenses at the district level.
- **National e-Applications:** Includes Income Tax, Passport Seva, Rural Development, etc.
- **Cyber Security:** Ensuring the security of government digital systems and data.
- **Public Grievances Redressal:** Mechanisms to address citizen complaints efficiently.

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Infrastructure Required for NeGP

- **State Data Centres (SDCs):** Centralized facilities for hosting e-Government applications.
- **Service Delivery Gateways (SDGs):** Secure communication channels for delivering services.
- **Common Service Centres (CSCs):** Access points for delivering services to citizens, especially in rural areas.
- **Digital Platforms:** For online services, grievance redressal, and data management.

Key Benefits of NeGP

- **Efficiency:** Faster service delivery through automation and digital platforms.
- **Transparency:** Reduced corruption and increased public trust in government operations.
- **Accessibility:** Citizens, especially in rural areas, can access government services online.
- **Cost Reduction:** Less paper-based processes, optimized resource use.

Achievements of NeGP

- **Improved Service Delivery:** Over 1,000 e-Government services delivered to citizens.
- **e-District Model:** Operational in several states, offering services like certificates, land records, and pensions.
- **e-Procurement:** Streamlined government procurement processes. *Procurement is the process of sourcing, purchasing, receiving, and inspecting all of the goods and services.*
- **Aadhaar Integration:** Linking services with Aadhaar for identity verification.

Challenges in NeGP Implementation

- **Digital Divide:** Lack of internet and digital infrastructure in rural areas.
- **Resistance to Change:** Bureaucratic resistance and lack of trained personnel.
- **Interdepartmental Coordination:** Difficulty in aligning various government departments on a common digital platform.
- **Infrastructure Constraints:** Issues related to network connectivity and hardware in remote regions.

End of Day 1