

CCT PROJECTS IN LOCAL CONTEXT

12

Objectives

After completing this Chapter, the student will be able to:

- understand the meaning of e-Governance,
- describe National e-Governance Plan (NeGP),
- recognise the relevance of e-Governance from the governance point of view,
- comprehend the architecture of e-Governance,
- appreciate the evolution of e-Governance practices in India and
- identify some of the Government's e-Governance initiatives in local context.

"Three years ago India was emerging as an IT superpower. Today, the country is handling the most sophisticated projects in the world"

- Bill Gates, 30 July 2004

Introduction

There are several services provided by the government to solve our day-to-day problems. With the growth of CCT the government has taken steps to use various computer communication tools and technology to modernise its working. It helps in providing the services more conveniently and a means for the public to easily avail these services. This affects the service provider (Government) and the recipient (the citizen) both. Most of these projects are driven by local needs to exploit CCT for better services, efficiency and transparency. Various state governments have implemented projects with reference to the local context.

This chapter will provide exposure to various initiatives taken by the government in implementing projects covering various aspects of our society.

12.1 NEED FOR e-GOVERNANCE

An organisation, be it government or private, will be left out of the race if it does not keep pace with the major global shifts towards increased

deployment of IT. In a fast moving world, the expectations of clientele will be naturally least tolerant to undue delays. Thus to sustain and survive, it is imperative for any organisation to reach out to its clientele and adapt to the changing paradigms by using technology. In any country, its government is a major service provider and answerable to its citizens in reaching out the benefits of its vast resources to them. The government's various initiatives in becoming techno-savvy constitute various components of e-Governance.

12.2 DEFINITION OF e-GOVERNANCE

e-Governance refers to the application of CCT to enhance the efficiency, effectiveness, transparency and accountability of informational and transactional exchanges at all levels. These exchanges can be :

- within the government, i.e. between government and government agencies of National, State, Municipal and Local levels,
- between citizen(s) and government.

The aim of e-Governance is to empower citizens through access and use of information.

12.3 EXPECTATIONS FROM e-GOVERNANCE

The services provided via e-Governance should be sustainable to cover all the segments of a society, at an affordable cost and customised to the local requirements. The services delivered by them should be reliable, authenticated, and timely, in a format and mode that is convenient to the users. It is estimated to provide complete services to meet the purpose.

m-Governance is the future of e-Governance services delivery, which will ensure inevitability and accessibility of e-governance services anytime, anywhere using mobile devices laptops, palmtops, mobile phones etc.

12.4 GOVERNMENT'S INITIATIVES

12.4.1 e-GOVERNANCE PROJECTS

Mostly, e-Governance projects are designed with various objectives such as providing easy access, extending access to un-served groups, introducing transparency, simplifying transaction procedures, minimising cost to citizens and to the government, increasing the government revenue, reducing the transaction time, offering new services, modernisation/adoption of best practices.

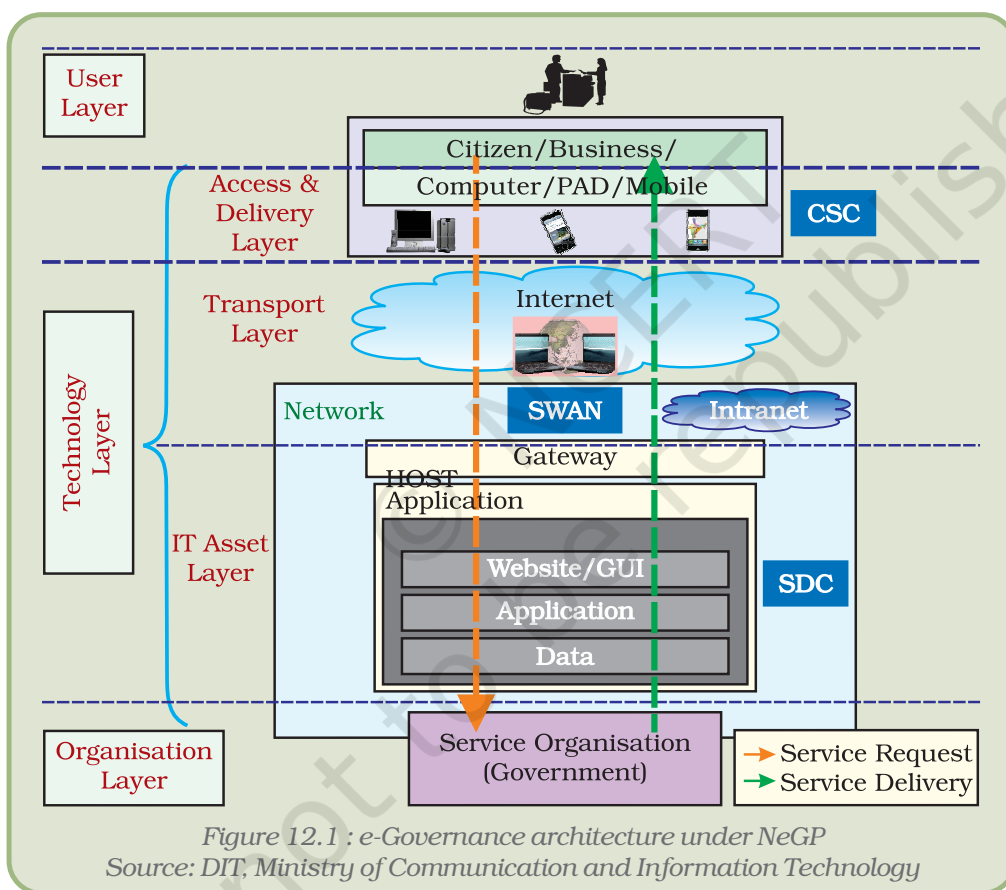
Implementation of these projects makes lives of common man better through technology implementation at national level in central government, at state level governments, at district level and finally at the village level.

National e-Governance Plan (NeGP)

The NeGP plan (2003-2007) was formulated by the Department of Information Technology (DIT), Ministry of Communications and Information Technology, Government of India to initiate and provide for long term growth of e-Governance in our country with the following vision :

“Make all Government services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency and reliability of such services at affordable costs to realise the basic needs of the common man.”

NeGP aims to change and improve drastically the way in which the Government provides services to its citizens and empowers them to demand convenient, cost effective and transparent services.



The architecture of NeGP consists of three layers: Organisation layer, Technology layer and User layer. The sharable infrastructure under NeGP is :

- (a) Common Services Centres (CSCs) to facilitate services delivery electronically at the grass root level
- (b) State Wide Area Networks (SWANs)
- (c) State Data Centres (SDCs)

Technology Development for Indian Languages (TDIL)

Ministry of Information technology has taken initiative to start the TDIL programme. The aim of this programme is to develop and promote the use of Information processing tools and techniques for Indian Languages. Some of the objectives of the programme are to :

- facilitate human-machine interaction in Indian languages and multilingual knowledge resources.
- consolidate technologies developed for Indian Languages and integrate them to develop innovative user products and services like Multi-lingual Dictionaries, Encyclopedia, Gyan-nidhi Creative Writing System, Translation Support Systems, Text-to-speech and Speech Recognition System, Pocket Translator, Reading machine for the blind and the deaf portals.
- provide requisite technology development and bridging the existing technology gap in the Hindi speaking states of India.

12.4.2 e-GOVERNANCE PROJECTS IN LOCAL CONTEXT

There are several projects existing in different states in regional languages. The goal behind these projects is to make various public services and schemes available through technologies to a common man in their own understandable language. Through these IT based projects government tries to ensure the following:

- Enhancing awareness of IT enabled services
- Improving IT penetration
- Localised solutions
- Availability of IT learning material in local language
- Standardisation

12.4.3 MISSION MODE PROJECTS (MMPs)

NeGP implements a significant number of Mission Mode Projects (MMPs) and various projects at the central and state government level.

Central MMPs	State MMPs	Integrated MMPs
• Income Tax	• Agriculture	• e-BIZ
• Customs and Central Excise	• Land Records	• EDI(Electronic Data Interchange)
• Passports/Visa and Immigration	• Transport	• India Portal
• MCA 21	• Treasuries	• Common Service Centres (CSC)
• National ID	• Commercial Taxes	• EG Gateway
• Pensions	• Gram Panchayats	• e-Procurement

• e-Office	• Municipalities	• e-Courts
• Banking	• Registration	
• Insurance	• Police	
	• Employment Exchange	
	• e-District	

Source : DIT, Ministry of Communication and Information Technology

12.5 APPLICATION AREAS OF e-GOVERNANCE PROJECTS

Some of the departments and services where e-governance is applied are:

- **Public Grievances** : Electricity, Water, Telephone, Ration Card, Sanitation, Public Transport, Police.
- **Rural Services** : Land Records, Below Poverty Line (BPL)/ Economically Weaker Section (EWS) Families.
- **Police** : FIR Registration, Lost and Found valuables and persons.
- **Social Services** : Pension, Old Age, Widows, Ex-gratia Scheme, Acquisition/Rehabilitation and Compensation, Registration of Licences and Certificates, Ration Card, Birth Certificate, Death Certificate, Domicile Certificate, Caste/Tribe Certificate, Arms Renewal, Registration of Documents, School Registration, University Registration, Motor Vehicle Registration, Driving License.
- **Public Information** : Employment Exchange Registration, Employment Opportunities, Examination Results, Hospital Availability/Services, Railway Time Tables, Airline Time Tables, Road Transport Time Tables, Charitable Trusts, Government Notifications, Government Forms, Government Schemes.
- **NEWS Services** : Civil supplies, Old Age Pension, Widow Pension, Handicapped Pension/Services, Ex Gratia Payment.
- **Agriculture Sector** : Speeds Information, Pesticides, Fertilisers, Crop disease, Weather Forecast – short range/District wise, Market Price.
- **Utility Payments/Billing** : Electricity, Water, Telephone.
- **Commercial** : Taxation and Return Filing, Income Tax, Corporate Tax, Custom Duty, Central/State Excise Duty, Sales Tax, House Tax, Property Tax, Octroi, Road Tax, Company Returns.
- **Government** : Electronic Procurement, Education University Model for e-Governance.

12.6 IMPLEMENTATION OF VARIOUS PROJECTS

Table 12.1 : Some of the projects implemented by various state governments

State/Union Territory	Initiatives covering departmental automation, user charge collection, delivery of policy/programme information and delivery of entitlements
Andhra Pradesh	e-Seva, CARD, VOICE, MPHS, FAST, e-Cops, AP online—One-stop-shop on the Internet, Saukaryam, Online Transaction processing, India Health Care Project, Bhu Bharati
Assam	e-Suvidha, Dharitri, ASHA, Samvad
Bihar	Sales Tax Administration Management Information, Flood Monitoring by Satellite Pictures, SCORE, VAT, Information Computerisation, ELECON
Chattisgarh	Chhattisgarh Infotech Promotion Society, Treasury office, e-linking project
Delhi	Automatic Vehicle Tracking System, Computerisation of website of RCS office, Electronic Clearance System, Management Information System for Education, Delhi Slum Computer Kiosks Project, Smart Card Based Driving Licence and Vehicle Registration Certificate etc.
Goa	Dharani Project, Municipal Administration Software
Gujarat	Mahiti Shakti, request for Government documents online, Form book online, G R book online, census online, tender notice, Jan Seva Kendras, Chiranjiv Yojana, Nirmal Gujarat
Haryana	Nai Disha, Janani Suvidha Yojana
Himachal Pradesh	Lok Mitra, Himachal Buses: Transport Tracker
Jammu and Kashmir	DACNET
Jharkhand	Treasury computerisation, Vahan, Sarathi, Land record Information System
Karnataka	Bhoomi, Khajane, Kaveri, Krishi Marata Vahini, Gram Swaraj Project
Kerala	e-Srinkhala, RDNet, Fast, Reliable, Instant, Efficient Network for the Disbursement of Services (FRIENDS), Akshaya, Asraya, SWIFT, PEARL
Madhya Pradesh	Gyandoot, Gram Sampark, Smart Card in Transport Department, Computerisation MP State Agricultural Marketing Board (Mandi Board) etc., Head Start, Rogi Kalyan Samiti's

Maharashtra	SETU, Online Complaint Management System–Mumbai, Telemedicine Service in Pune Primary Health Centres, Warana-Wired Village Project
Orissa	GRAMSAT–ORISSA Computer Application Centre
Punjab	Punjab Govt. On-line, e-procurement, e-district
Rajasthan	Jan Mitra, RajSWIFT, Lokmitra, RajNIDHI, e-Mitra, SARATHI
Sikkim	Sikkim Treasury Online, Payroll Information System
Tamil Nadu	Rasi Maiyams–Kanchipuram, Application forms related to public utility, tender notices and display, Reginet, E–Registration Star
Tripura	Gramoday, Hospital Management System, Vahan, e–Suvidha Kendras
Uttarakhand	Saksham, Aarohi, Computerisation of Urban development department
Uttar Pradesh	Lok Vani, e–Suvidha, Bhulekh, Koshvani, PRERNA
West Bengal	Tele Medicine-Midnapur, Smart Card based Driving License and Registering Certificate using Sarathi, Computerisation of Government Departments, Kolkata Police Intranet and Computer Network
North-Eastern States : Arunachal Pradesh, Manipur, Meghalaya, Mizoram and Nagaland	Community Information Centre. Forms available on the Meghalaya website under schemes related to social welfare, food civil supplies and consumer affairs, housing transport etc., e-Suvidha, Sarathi, Vahan, Transport Department Computerisation
Andaman and Nicobar Islands	Dweep Bhumi
Chandigarh	e-Sampark
Dadra and Nagar Haveli	Suvidha
Daman and Diu	Suvidha
Lakshadweep	PORTNET, Ever Alert, Web Enabled Entry Permit Management System, Integrated e-Governance solution to Lakshadweep Electricity Department
Puducherry	Gazettes on web, ICT for fishermen community

Source from DIT, Government of India

Summary

- With the advent of CCT, the Government of India has taken steps to use various technologies to modernise its functioning.
- Various State governments also have implemented e-Governance Projects in reference to local Contexts.
- e-Governance is the application of information and communication technologies to transform the efficiency, effectiveness, transparency and accountability of informational and transactional exchanges.
- NeGP implements a number of Mission Mode Projects (MMP's) both at the central and state levels to create a citizen-oriented environment for e-Governance.
- TDIL aims at promoting the use of IT tools for providing services in Regional Indian languages.
- The goal behind projects in local context is to make various public services and schemes available to common man in their own understandable language.

EXERCISES

SHORT ANSWER TYPE QUESTIONS

1. Define e-Governance.
2. What is the need for e-Governance?
3. What is m-Governance?
4. Expand the following abbreviations:
 - CSC
 - NeGP
 - SWAN
 - SDC
 - MMPs
5. Name some on-going e-Governance projects?

LONG ANSWER TYPE QUESTIONS

1. What do you mean by e-Governance and what are its components?
2. Describe a few recent e-Governance projects implemented by your State/UT government?
3. What are the recent initiatives taken by government for implementing e-governance?
4. Elaborate the application areas/departments in which e-Governance can be applied.
5. What are the expectations of recipients from the services delivered by m-Governance?
6. Explain NeGP architecture with the help of a diagram.
7. Describe some initiatives taken by Government to promote CCT tools in Indian languages.
8. Discuss the applications of e-Governance Projects in local context with examples.