e-Government initiatives

Anoop Kumar Agrawal,
President and CEO,
National e-Government Division,
Deity
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India in e-Governance Development Index

### e-Governance Development Index

- **Online Service Component**
  - Basic e-services, e-participation, Multi-channel service delivery
  - Emerging, Enhanced, Transactional & Connected services
- **Telecommunication Infrastructure Component**
  - Internet users, Wireless broadband subscriptions and fixed broadband subscriptions
  - Main fixed telephone lines, Mobile subscribers
- **Human Capital Component**
  - Adult literacy rate, Gross enrolment ratio,
  - Expected years & Average years of schooling

### Digital India

- **Governance and Services on Demand**
  - Seamlessly integrated departments, Services through online/mobile, Services for ease of doing business, making financial transactions electronics and cashless, leveraging GIS

- **Infrastructure as a core utility to citizens**
  - High speed Internet, Cradle to Grave Digital Identity, Mobile Phone and Bank Account, Common Service Centres, Private Space on Public Cloud, Safe & Secure Cyber Space

- **Digital Empowerment of Citizens**
  - Universal Digital Literacy, Universally accessible Digital Resources, Digital Resources in Indian languages, Collaborative Digital Platform, Citizens not required to submit physical documents
Online Service Component

- **Aadhaar**
  - Digital Locker
  - E-Sign

- **Financial**
  - PayGov
  - Jan Dhan Yojana

- **Mobile Enablement**
  - Mobile Seva
  - Mobile Based Digital Identity

- **E-participation**
  - E-Taal, MyGov, e-Sampark and Social Media

- **Mission Mode Projects**
  - Delivering >400 million e-Transactions per month
  - CSCs, e-Districts, IncomeTax, MCA21, eBiz, Road Transport, eCourts etc

- **Open Data Initiatives**
  - National Portal of India
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Telecommunication Infrastructure Component

• Public Internet Access Programme
• NOFN and BharatNet
• Mobile Connectivity
Human Capital Component

- National Digital Literacy Mission
- e-Bhasha
Points for consideration

• Online Service Component
  • Maturity level – all stages of services namely Emerging, Enhanced, Transactional & Connected services being delivered. This needs to be converted.

• Telecommunication Infrastructure Component
  • Mobile majorly used as a substitute for fixed line phone in India, may not be treated as separate parameters
  • More than 140,000 operational Common Service Centres, which, provide internet access in assisted mode in rural areas to be factored in.

• Human Capital Component
  • Human capital indicators for obtaining online services to be brought it.
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Thank You
Aadhaar

• Single Source of Truth

• Providing demographic, photo as well as biometric based authentication

• Coverage: ~900 Million

• Direct Benefit Transfer
  • LPG – led to saving of INR 150 Billion
  • Scholarship
  • PDS
Digital Locker

- [https://digilocker.gov.in/](https://digilocker.gov.in/)

**Objective:**

- Providing Online facility for government and other agencies to send the electronic documents of citizens, storing legacy government certificates / documents
- Providing accessibility from anywhere and at anytime basis, verification from the source in case of government issued documents
- Providing facility to share the documents with service providers
- Getting rid of physical possession of documents and physical visits for availing services

- Safe and secure authentication through Aadhaar (UID)
- Coverage e-District, Educational Certificates...etc
E-Sign

• Digital Signature Certificate treated on par with physical signature as per IT Act, 2000
• Gap in operational aspects of Digital Signature Certificate
  • Dongle based
  • Time-bound Validity
  • Prone to misuse like impersonation
  • Limited adoption
• E-Sign
  • Safe and Secure and biometric based authenticated
  • Life long, issued each time.
  • Cannot be impersonated
  • Hassle free as it cannot be misplaced, misused or lost
  • Cost effective as business model could be based on transaction
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eSign is envisaged to be a giant leap towards large scale adoption of digital signature and hence paperless transactions.
PayGov

- Facilitate online payment to all PSU and major private banks
- **Payment Modes** – Netbanking | Debit/Credit Card | Prepaid/Cash Card/Wallet | IMPS | Mobile Wallet
- **Reconciliation & Settlement** – Funds transferred to State Nodal Bank by **T+1 EOD**
- Live in more than 16 Departments
Jan Dhan Yojana

- Massive programme on financial inclusion
- Target to enable at least one bank account in each household
- Each Saving Account Holder to have insurance facility
- 18 million Bank accounts opened within a week (23-29 August, 2014)

http://www.pmjdy.gov.in
Mobile Seva

- **PUSH SMS**: 1856 Central and State Depts, >6.4 billion+ SMS PUSH transactions delivered
- **PULL SMS**: 430+ unique services operationalized, >6.7 million SMSes pulled

**Mobile AppStore**
- 635+ live mobile apps (>326516 downloads)
- 7.35 lakh polling booths (out of total ~8.5 lakhs) mapped using DeitY’s mobile app for polling station location
Mobile Based Digital Identity

• Mobile added to Aadhaar database having >900 million population
• Facilitating domain independent transaction flow
• Three options:
  • Mobile number linked with Aadhaar
  • Mobile based digital signature
  • Voice biometrics alone or Mobile number plus voice biometrics
E-TAAL

• Electronic Transaction Aggregation and Analysis Layer
• [http://etaal.gov.in/etaal/auth/login.aspx](http://etaal.gov.in/etaal/auth/login.aspx)
• Providing real time status on delivery of electronic services
• Promoting healthy competition amongst
  • States / UTs
  • Departments and
  • Mission Mode Projects / e-Governance Initiatives
MyGov, Social Media and e-Sampark

- **MyGov** facilitating two communication amongst Government Organizations and Common Citizens

- **E-Sampark database** being utilized for mass communication to all email and mobile users
Mission Mode Projects

- Focused on delivery of services
- Binding all national level e-Governance projects under e-Kranti framework
- 44 MMPs delivering >400 million transactions per month
Mission Mode Projects – e-Districts | Income Tax

• e-Districts MMP providing high volume citizen centric services

• Operational in >450 districts in 22 States

• Avg no. of e-Transactions: 3.7 million e-Transaction per month

• Delivering certificates like birth, caste, income, marriage, death…etc

• Income Tax MMP providing online return, e-filing of returns, downloading of challans, taxpayer information

• Online tax calculator, payment of taxed online, Online facilities for deductor / deductee on TIN website, challan status enquiry

• Income tax services also mobile enabled through mobile App and SMS services

• Avg no. of e-Transactions: >3.5 million e-Transaction per month
Open Data Initiatives

• National Portal of India
• State Portals – States having dedicated websites
• All Government Departments having dedicated website
• Open Government Data Platform (https://data.gov.in)
• Policies of Government of India
  • National Data Sharing and Accessibility Policy
  • Policy on Open Application Programme Interfaces (Open APIs)
Public Internet Access Programme - CSCs

- Common Service Centres (CSCs) providing G2C services in rural areas
- More than 140,000 CSCs operational
- Avg no. of e-Transactions: 113 million e-Transactions per month
- Delivering wide range of services like certificates, digital literacy...etc

- More than 200,000 candidates certified under National Digital Literacy Mission
- UIDAI launched enrolment drive to cover children below 5 years
- http://www.csc.gov.in/
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NOFN ➔ BharatNeT

• National Optical Fibre Network
• Coverage 250,000 Gram Panchayats
• Services
  • Basic Services – Birth, Death, Marriage, Caste Certificates
  • Educational Services
  • Healthcare services - telemedicine
  • Financial, Insurance and Pension services
• Revamped version of NOFN – BharatNET – major shift in implementation
Universal Mobile Connectivity

• Coverage: to cover uncovered 55,649 villages i.e. out of over 600,000 villages in India

• Detailed Project Report (DPR) for 4,752 uncovered villages in Himalayan States (Jammu & Kashmir, Himachal Pradesh and Uttarakhand) and 2,138 uncovered villages in Western States (Rajasthan, Gujarat, Punjab and Haryana) being finalized
National Digital Literacy Mission - NDLM

• Plan to train at least one in each household
• Project to cover 5.25 million people
E-Bhasha

• All Government websites: bilingual ➔ multi-lingual
• Digital India website available in 12 languages
• Work in progress to cover all 22 constitutionally recognized languages