

SECTION II

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e-Governance Success Stories

State Level Initiatives



## *State Nominations Summary*

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### **1. Background**

One of the very important nomination categories that SIG team anticipates with pride of doing assessment is the State category Nomination. Though the nominations are few the motivation and competitiveness amongst the nominees is high and enthusiastic. Last year the award was aptly won by the State of Gujarat and the previous year it was the State of Madhya Pradesh.

This year we had more than five States showing their intent to participate. We are presenting here a summary of two nominations that were invited for presentation.

### **A. State of Andhra Pradesh**

#### **1. Intent of Submission**

The Government of Andhra Pradesh has a comprehensive view of ICT as a vehicle for transforming Andhra Pradesh into a knowledge-based, economically vibrant, democratic and inclusive society. By the term “inclusive,” the Government means that the benefits of the socioeconomic transformation possible through ICT should reach every single citizen of the State. State has a vision of empowering with the latest technology, in all sections like High Quality Education, e-Governance, Healthcare, Institute of excellence, Infrastructure etc.

In the endeavor to achieve "inclusive society" addressing the MDG (Millennium Development Goals) GoAP envisaged the ICT as an enabler of all other sectors, including economic, social, environmental and governance sectors.

This enabling role of ICT encompasses the concept of ICT for development (ICT4D), reflecting the contribution that ICTs can make to the development in all sectors.

- Economic Sector: Agriculture, Industry (Manufacturing, Pharma, Mining and Tourism) and Services
- Social Sector: Especially Education and Health
- Environment Sector: agricultural extension programmes, disaster early warning systems
- Government Sector: Digital and Connected Governance

Access to the right information is a means of local and community empowerment and helps people enhance their capacity to sustain themselves.

This nomination is an attempt to retrospect the journey to achieve improved transparency, speedy information dissemination and higher administrative efficiency and improved public services leading to the overall impact of

- the citizens getting connected to the department more easily
- Achieving efficiency in public service delivery through faster dissemination of department's information to a larger audience.
- Reduction of the cases of corruption as accountability and transparency is increased and the Department's activities are easily monitored.
- Providing equal opportunity to access to information is provided regardless of one's physical location and physical disability. Reach all the stakeholders who need government services regardless of their location, status, language,
- Breaking the barriers of bureaucracy experienced generally in the government offices as the hindrances caused by those in 'power' are removed and the services are offered regardless of one's background.

- Interdepartmental exchange of information is facilitated
- Convergence of related services by linking with the servers of the participating departments leading to significant reduction of transaction costs, time, space, and manpower.

## 2. e-Governance Vision of Andhra Pradesh

“The Government of Andhra Pradesh is committed to build a people-centered, inclusive and development-oriented Information Society, where everyone can create, access, utilize and share information and knowledge, enabling individuals, communities and people to achieve their full potential in promoting sustained development and improving their quality of life.”

## 3. Level of e-Governance

The nominee has presented the following status of level of eGovernance which helps in looking at the road map for future.

| High              | Medium            | Low        |
|-------------------|-------------------|------------|
| Rural Development | Registration      | PR/RWS     |
| Commercial Taxes  | Municipal         | R&B        |
| Civil Supplies    | Revenue           | Irrigation |
| Welfare           | Finance           | Education  |
| Arogyashree       | Tourism           | Health     |
| Treasury          | Energy            |            |
| Transport         | Housing<br>Police |            |

## 4. Summary

State has presented a very good continuity of initiatives earlier launched and the early leadership role the State enjoyed in terms of setting directions for the other States is visible in use of Infrastructure and resources. In terms of new initiatives the State has recently launched ‘Mee Seva’ the results for which are expected to be visible very soon as they State has worked out an aggressive plan for spreading the service.

## **B. State of Chhattisgarh\***

### **1. Intent of Submission**

Chhattisgarh, a 21st century State, came into existence on November 1, 2000. The State with wide-ranging socio-economic disparities consists of overwhelming SC/ST population and the literacy rate is only 65%. 44% area of the State is covered with forests and 80% of the population of State is largely rural, which had largely remained untouched by modern development. Implementation of eGovernance in this ecology is a challenge of altogether different dimension.

Good Governance is the highest priority in this Fast Track State. State has initiated some key eGovernance initiatives, to transform the way the government interacts with its citizens and redefine the nature of relationship by providing a seamless and consistent service to the citizens. Chhattisgarh state has made considerable progress in electronic delivery of government services to rural and urban populations in implementing pro-poor e-Governance. Progress is largely in a) to clarity to the objectives of pro-poor targeting, b) to ensure delivery of public services in rural and urban areas, c) balanced standardization and localization, d) leveraging private sector and build PPPs to serve rural areas.

We are successful in taking our mega e-governance projects like Bhuiyan, PDS, CHOICE / CSC, eProcurement, CGSWAN across the state where the citizens get access to the Government services at village level. In a few years time, Chhattisgarh would be one of the front line states in transforming the pilot projects to successful state-wide roll out since we follow a collaborative, coordinated and an institution based decision making approach during the process of transformation. State e- Governance Mission Team has started functioning in the state. District e-Governance Committee has been formed in all districts with Collector as Chairperson for proper coordination and monitoring e-Governance projects at district level.

Chhattisgarh has emerged as a leading state which delivers e-Governance projects to the most ambitious scales for its citizen. The focus of the applications is on both internal efficiency and service delivery to citizen. In the latest 'e-Readiness report' released by Department of Information Technology, Govt. of India, Chhattisgarh

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\* Winner of CSI-Nihilent e-Governance Awards for the year 2010-11.

has been placed at top in the category of select 'Advanced States' in the field of e-Governance. In the Dataquest-IDC survey also, Chhattisgarh was placed at no. 3 in the country in 'The Indian States e-Governance Score Card'. Besides, Chhattisgarh has achieved distinction of being first in India in the field of eGovernance on several accounts and has bagged awards and accolades including Prime Minister's Award for Excellence in Public Administration, UNDP Award, eWorld Award, National e-Governance Award, CSI Nihilent Award, eIndia Award, Manthan South Asia Award, Skoch eGovernance Award, Best of Open Source in India Award, Indian Geospatial Award, India-tech Excellence Award. CHiPS, the IT Agency of the State Govt. is the first ISO certified government organization in the state which indicates state commitment towards process standardization and continuous evaluation mechanism

## 2. e-Governance VISION of Chhattisgarh

The State's IT policy has been designed to achieve Government's vision of creating an 'e'enabled Society effectively contributing to the social and economic development of the State, where there are no islands of elitism or isolated conclaves of wisdom. Government of Chhattisgarh, in its new Industrial Policy has declared industries falling under Information Technology and ITeS in the list of Priority Sector Industries of the State in order to encourage investment in IT industry in the state. Towards this end, the State is ensuring appropriate financial and operational support is extended to entrepreneurs and enterprises in the IT industry. The projects including eProcurement, CHOiCE, SWAN, SDC, CSC etc. are being implemented on PPP model ensuring minimum financial burden on the State Government while implementing state-of-the-art e-Governance projects. Utmost importance is being given to address and frame policies for the security aspects related to e-Governance projects being undertaken in the State, It is worthwhile to mention that we have already adopted the state-of-art security features of PKI enabled tools like usage of Bio-metric and Smart Card devices and Digital Signature Certificate along with the normal usage of the login-ids and passwords. The Government recognizes the need to democratize the information technology ownership, control and its use.

Chhattisgarh is the first State in India which has systematically developed an eGovernance Road Map in order to identify the various IT needs and priorities of the departments and also the first state to frame Chhattisgarh Citizen Service (Electronic Governance) Rules, 2003 in accordance with IT Act 2000 of Govt. of India.

### **3. Capacity Building**

Government as part of strategy has created a society in the form of CHiPS (Chhattisgarh infotech & biotech Promotion Society) for all requirement of IT in State. Society provides necessary flexibility to Government to cater to unique requirement to sunrise sector like Information Technology. In order to give a direct message that Information Technology is a top priority area for Government, the portfolio of Information Technology as Minister in-charge is held by Hon'ble Chief Minister himself. Further Chief Minister is also the chairperson of CHiPS. This ensures that IT ownership is at highest level and horizontal and vertical coordination and collaboration are easy and smooth. At the next level an Empowered Committee has been constituted, duly approved & empowered by Cabinet, which is headed by Chief Secretary of the State and Principal Secretaries / Secretaries of important Departments as its members. District e-Governance Committees have been formed in all districts with Collector as Chairperson for proper coordination and monitoring e-Governance projects at district level. State e-Governance Mission Team has started functioning in the state. Further, separate cell has been formed for NeGP projects like SWAN, CSC, eProcurement, SDC etc. for proper coordination and monitoring at the State level.

Government has paid a very focused attention on the capacity building. In a very ambitious programme, 4000 Government employees including the humble Class IV employees were trained on computer. Chhattisgarh was the 1<sup>st</sup> State in country where the Hon'ble Chief Minister along with its senior Cabinet colleagues attended a 2 day workshop on Smart Government at ISB Hyderabad organised by NISG. The programme was so successful that NISG has made it a regular module and many other States have also undergone similar training. Similarly IT training programme was arranged for Hon'ble MLAs of the State and specialised training like Project Management, GPR & Change Management for senior Government officials of all Departments. Under Specialized Training Programme in eGovernance (STeP), 3 batches

of senior officials across major department of State Govt. has been trained through NISG. Under ICT at School project, computer training is being given to students/ teachers of 1900 schools in the state.

A separate IT/e-Governance Training wing is being set-up at Administrative Academy of State for training to employees / officials of state in eGovernance.

Award Winner during CSI Nihilent e-Governance Awards 2010-11.

#### **4. Summary**

The presentation by State representative gave a broader eye view of the ICT road map and the pro active support being enjoyed from leadership. The successful replication of projects like CHOICE across State has been presented and factors for success elaborated. The importance of capacity building to address future IT growth has been shared and explained on their plans. Focus on staff training and training of leadership teams seems to have paid some dividends as per the State team.

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