

Widening e-Governance Canvas

Selected e-Governance Initiatives in India

A selection of major e-Governance initiatives at State, District, Department and Projects level including those of Central Government, which competed for coveted CSI-Nihilent e-Governance Awards for the year 2010-11. The Awards were presented during 46th Annual Convention of Computer Society of India by Special Interest group (SIG) on e-Governance at Ahmedabad on 2nd December 2011.

– Editors



About CSI

The Computer Society of India (CSI) is the largest association of information technology professionals in India, with over 70,000 members comprising software developers, scientists, academicians, project managers, CIOs, CTOs and IT vendors, among others. The society has 69 chapters spread across the length and breadth of the country. Being closely associated with students, the Society has developed a well-established network of nearly 381 student branches. The purposes of the Society are scientific and educational, directed towards the advancement of the theory and practice of Computer Science & IT. For more information, please visit www.csi-india.org

Special Interest Group on e-Governance (CSI-SIGeGov) has been set up within CSI to focus on e-Governance activities in the country. SIG activities include Knowledge sharing with all stakeholders through holding conferences, Knowledge sharing summits and recognizing efforts/ contributions of Central/State level Government entities by way of e-Governance Awards (www.csinihilent-e-governanceawards.org) For more Details Visit <http://www.csi-sigegov.org>



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Edited by

Surendra Kapoor

Prabhu Gollamudi

Nityesh Bhatt



The Icfai University Press

Widening e-Governance Canvas

Selected e-Governance Initiatives in India

Editors: Surendra Kapoor, Prabhu Gollamudi and Nityesh Bhatt

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ABOUT EDITORS

Shri Surendra Kapoor is a Freelance IT Consultant and Convener CSI-Nihilent e-Gov Awards 2010-11, He had a long 23 years journey with CMC Ltd, a PSU during the period, holding various positions. He was trained on Digital machine in US , He was involved in setting up RCC Chandigarh and Roorkee Dec Machine and provided training to local Faculty and Students .He then moved to CMC Hyderabad and became Software Advisor to 'Project INTERACT' a UNFSST collaborative International project. Under his guidance, the projects - Real-Time Systems for Power Utilities, Online Transaction Processing Systems for Railways Freight operations and Image Processing Systems for Meteorological Applications were developed in close cooperation with participating National level user organizations namely APSEB, SCR, NRSA and their counterparts in developing countries like Philippines, Yugoslavia , Peru, Tanzania Etc.

He was Head of R&D and Executive Director -System Integration SBU. E-commerce, Embedded Systems for Defense during which period several important projects got launched and completed He was deputed to Mauritius for two years as MD of State Informatics Ltd (SIL), to set up Software Development centre for government applications. He was on Board of State Bank of Mauritius (SBM) and has helped build teams for the SIL & SBM by recruiting, training and mentoring local talents.

He started his career in computers in 1964 with IIT Kanpur Worked on II & III generation IBM Systems as Sr. Systems Programmer & Operations Manager. Prof H K Kesavan, Prof V Rajaraman, Prof H N Mahabala, and many others guided his foundation in early years of his career. Under Prof H D Huskey at University of California at Santa Cruz, he developed High Level Assembly Language using Polish Notations. He left IIT Kanpur in 1977 and joined CMC Ltd.

After his long stint with CMC Ltd, he was with Satyam Learning Centre, as Head of Industry -Academic Alliances. Subsequently, he was actively engaged in setting up & mentoring India Operations of Bling Technology, an US based Company developing Applications for Mobile phones for Carriers and Device providers.

He continues to be professionally active with CSI-SIG e-Gov, academic institutions., He was deeply involved with most of Hyderabad based conferences like COMAD, VLSI, Southern regional CSI etc.,

He holds Masters in Mathematics from Agra University. Advance Diploma in Systems Programming from UC Santa Cruz US, and Adv. Management Program from ASCI Hyd.

Shri Prabhu Gollamudi is a freelance IT Consultant with expertise in the areas of Business strategy/Development of IT Products/ services and in facilitating talent screening of staff and external candidates.

He has long and extensive IT Industry experience. He worked most part of his career with IT major CMC Ltd now a TCS subsidiary and closely worked on several e-Government projects from concept to creation. He had also worked on many System Integration projects in sectors like - Power, Transport, Banking and Defense. He has been associated with Indian Railways Freight Operations Management System in the early stages of its planning and in development of pilot projects as part of an Internationally funded project. During his tenure with CMC Ltd, he had the opportunity of initiating many e-Governance projects with active support from Ministry of Information Technology. This association enabled him to interact with several Government Officials at various levels and in understanding Government processes for building appropriate IT solutions. He worked in CMC Informatics UK, as Vice President (Business Development) and travelled in Europe and UK as part of Business development. He had also contributed significantly to several quality initiatives and talent management activities of the company in the later part of his career.

He has been supporting many of the Computer Society of India's professional activities both at local level and at Central level. He has been closely associated with the CSI Nihilent e-Governance Awards team for over 2 years now.

He holds a Master's Degree in Applied Mathematics from Government Engineering College, Jabalpur. Mr Prabhu is keen to engage himself in learning from experiences of field teams connected with applying new ICT technologies to reach larger sections of the citizens.

Shri Nityesh Bhatt is working as Associate Professor and Chairperson in the Information Management Area at Institute of Management, Nirma University, Ahmedabad – India. Out of more than 13 years of experience in academia, corporate training and research; in his first nine years, he was associated with NIIT and First Computers, and Pacific Institute of Management, Udaipur. In 1998, he was awarded the best faculty of NIIT in North India. Dr. Bhatt holds MBA and Ph.D (e-Governance) degrees from M.L.Sukhadia University, Udaipur. He has also completed four months Faculty Development Programme (FDP) of IIM-A and Online Internet Governance Capacity Building Programme of DiploFoundation, Malta in year 2006.

Credited with good number of research papers and management cases, he has also co-edited five books in the areas of technology and management. Two of his students have already been awarded Ph.D and two students are currently pursuing their Ph.D under his guidance. In year 2006, he was invited to participate in first Internet Governance Forum (IGF) meet jointly organized by United Nations – IGF Secretariat and Government of Greece at Athens. Since year 2007, he is a member of the National Executive Committee of Special Interest Group on eGovernance (SIGeGov) set up by Computer Society of India. He is also co-convenor of CSI-Nihilent Awards 2010-11.

Dr. Bhatt is also a research consultant with Indian Space Research Organisation (ISRO), Ahmedabad in ICT area. He was awarded as ‘Best Teacher of Information Technology’ in 17th B-School Affaire & Devang Mehta B – School Award for year 2009. He has imparted lectures in almost 200 MDPs for more than 30 leading companies like ONGC, BPCL, BOSCH, HZL, Reliance Power, Sterlite, Alstom Power, Kalpataru Power, J.K. Cement, Parle, Zydus, Torrent Pharma, GMDC, SBI, Bank of Baroda, Indian Air Force etc at different levels.

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ACKNOWLEDGEMENTS

I am honoured to be the convener of the CSI-Nihilent e-Governance Awards 2010-11, more so to be associated for a cause that recognizes Institutions/Organizations which are playing constructive role in ‘Widening the e-Governance Canvas’ and bringing in more and more processes - both internal / external and Services – G2C/ G2G /G2B using established and emerging ICT technologies for the overall benefit of all stake holders. I take this opportunity to acknowledge and appreciate the people behind many success stories in taking these initiatives and making e-Governance work on a sustained basis. I and my team at the e-Governance Special Interest group (SIG) are delighted, that owners of these success stories took time out from their busy schedule and presented their nominations.

Over the years, the SIG team has grown and a lot of dedicated people have joined hands to participate and support this activity. To begin with, I would like to express my sincere gratitude to the Special Interest Group (SIG) e-Gov of Computer Society of India (CSI) for providing me and my team members the opportunity to participate in the e-Governance Awards process leading to the publication of this book. This has been possible only through the support of Shri MD Agarwal, President, CSI and Dr RK Bagga, Chair, CSI-SIG e-Gov.

Award process started in mid Feb 2011 and members of the core group, Prof Ashok Agarwal, Dr RK Bagga, Prof Harish Iyer, Mr GSN Prabhu and Mr Piyush Gupta past Convener, guided us at each stage. I thank each of them from core of my heart.

Prof GR Sahu, past Co-convener and the initiator of the AHP model again helped in re-casting the evaluation tables, in view of additional assessment parameter ‘Value Indicators’ getting included. I thank him for his enthused involvement and support.

This year it was decided to introduce a new Award for ‘Sustainability’ and recognize those cases of earlier award Winners and assess their current status, commitment for continuity etc and recognize sustenance efforts. For this purpose project Award recipients of 2006 CSI -Nihilent e-Gov Award were individually

assessed for identifying winners. Prof Sanjiv Vaidya with guidance from Prof Ashok Agarwal did a commendable job in identifying the projects which have not only sustained but enhanced operations over the last 5 years.

Maj General A Balasubramanian, AVSM (Retd.), founder member of CSI, Prof MP Gupta, Mr SP Singh, Mr Satish Babu, Mr DK Dwivedi, Dr Rachita Misra, Dr Bharat Deshpande & Mr S Ramasamy actively participated in the field visits and helped SIG in completing an important evaluation process. I thank them for their time and interest in SIG activities. At some places, we had also received very good support from local Chapters of CSI who helped in the field visits. I convey my sincere thanks to those who helped us in our journey.

I also want to put on record significant contribution of Shri Mahesh Chandra, Mr Bipin Mehta and Prof Sai Kumar in our selection committee deliberations. Mr Bipin Mehta was special invitee and his presence added value to the selection process.

Our thanks to Mr L C Singh, Mr Ravi Teja , Himanil Bose , Abhishek Mohanty of Nihilent Technologies for supporting the entire effort and participating at various stages most importantly anchoring Award Ceremony and handling logistics for the ceremony .

Section I of the book has invited papers. We are indebted to the authors , Dr Dhruvad Mathur Director (industry Interface) SPJCM, Dubai, Prof. Rafiq Dossani of Stanford University, Prof Harish Iyer , Prof Namjae Cho & Jungin Choi of Hanyang University South Korea , Dr RK Bagga and his Research team at IIITH for readily agreeing to share their Knowledge and experience in the vital domain of e- Gov.

As Convener of CSI Nihilent e-Governance Awards 2010-11, I extend my special congratulations to all the Award winners and those presented with 'Certificate of Commendation'. This journey over the one year is very fruitful and has been a wonderful learning experience for me and my entire team.

I also wish to acknowledge great support received from Mr Piyush Gupta previous convener, Prof Harish Iyer and A Sridevi in the entire process. Last, but

not the least, Very Very Special thanks to my two co-conveners Mr GSN Prabhu and Prof Nityesh Bhatt for holding my both hands and making the defined processes work. Mr Vijay of the SIG Secretariat team played crucial role of coordination and ensured that interface with all the Nominees and other Selection members/Guests is smooth and confidence building. I convey my thanks to him and his energetic student team volunteers.

Lastly, thanks to our extended team members, Ms Rekha PKS of NISG and the book publishers ICAI University Press for giving full support in bringing the book to shape and ready for release.

Surendra Kapoor

Convenor, CSI-Nihilent e-Governance Awards 2010-11
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FOREWORD

President CSI

I feel highly delighted and proud to acknowledge the major achievements of CSI e-Governance SIG during last 9 years. Their endeavor to promote e-Governance through knowledge sharing summits and by recognizing talent and key achievers through CSI-Nihilent Awards in the field of e-Governance is remarkable.

Members of our SIG e-Governance executive committee contribute actively to various committees for developing policy framework of Central and State governments, other government and semi-government organizations. Every year, CSI e-Governance SIG, with the whole-hearted support of M/s Nihilent, recognizes the contribution of Central and State level Government organizations/agencies towards e-Governance projects and deployment of services to Citizens.. By this time, CSI web site is having a good knowledge base with last 6 years details of shortlisted entries of CSI Nihilent e-Governance awards. This on-line repository has become a good-quality reference for taking ideas and learning from success stories. We are really proud of the team work of CSI e-Governance SIG led by Dr. R.K. Bagga, Dr. Ashok Agrawal and incessant support from other committee members. CSI Nihilent e-Governance awards have become brand ambassador of CSI for promoting effective usage of ICT for masses.

Many thanks to Mr. Surendra Kapoor and our editorial board for bringing out this excellent publication of compilation of high quality short listed nominations, most of which are India's important e-Governance initiatives, particularly launched/ significantly improved over the last two years. Knowledge sharing, promoting of quality education of e-Governance subjects and building a network of practitioners, academicians, researchers, developers and policy makers are some of good initiatives, which we shall promote at national level through CSI delivery channels and engagements. My good wishes!

The role of ICT in nation's growth trajectory is indisputable. Providing ICT products, services, workplace environments and facilities that are accessible and usable, without any need for modification, for all users – the ultimate goal of “design for all” or “inclusive design”. There is an increasing need for effective collaboration between major entities like – people, technology and systems. There should be an effective framework for digital participation. It should enhance the digital delivery of varied, relevant and important public services with effective policy and governance. Global spread of technological proficiencies is introducing

major transformation in diverse fields of Health, Agriculture, Banking, Education, Media, Entertainment, etc. Society needs to innovatively harness this immense potential for meaningful e-Inclusion for its growth. Introduction of Aadhaar (UID) for identification and verification opens up new possibilities of technical developments and innovations for e-Governance stakeholders. The success of e-Governance involves rightful choice of ICT framework and understanding of issues involved and also integration aspect of various kinds of e-Governance applications. For example, e-Governance for health services may have a direct linkage with another application which provides finance and insurance services. This will bring in a good benefit to citizens. I foresee a great amount of investment in e-Governance projects and the need for deep rooted research and development.

Considering our nation's diversity and language plurality, there is a challenge of making available versatile standard ICT solutions & E gov. solutions in local languages, which can be adopted across all states and organizations as standard solutions. There is strong need of development of standards and framework and collaborative ecosystem. Different states and organizations have implemented dissimilar solutions for common citizen services and governance issues. There is need for consolidation and uniformity and collective efforts at Nation level. Thanks to the vision of e-Bharat 2020 of NeGP, in this direction of creating standards and integration. CSI can definitely play an important role in defining standards and provide a rich platform of meetings and deliberations and help Nation to adopt e-Governance projects at a relatively faster pace.

CSI has an opportunity to build a country-wide network of e-Governance experts and vendors. Education & training on e-Governance may be another important deliverable of CSI. I consider that the future of e-Governance is bright and we would be witnessing many more innovations and developments in this arena.

My hearty good wishes to all contributors whose entries are included in this publication "Widening e-Governance Canvas - Selected e-Governance Initiatives in India".

Jai Hind.

M D Agrawal
President
Computer Society of India

MESSAGE
President & CEO
Nihilent Technologies

Transparency Key for a Systemic Change

As once very famously said by Kofi Anan, former Secretary-General of the United Nations “Corruption debases democracy, undermines rule of law, distorts market, stifles economic growth and denies many, their rightful share of economic resources of life- saving aid”. This famous quote has become more prevalent in India in the recent past against the backdrop of various scams hitting the headlines. As of 2010, India has been infamously listed as the ninth-most corrupt country in world. Corruption is today the biggest menace engulfing our Country & is the biggest hurdle in the progress of Indian Economy.

There is much discussion about eradicating corruption on various public platforms by well-known public figures and the media but merely furnishing ideas to combat corruption will not completely eradicate corruption from society. There certainly needs to be a sustained and sincere effort to make “systemic changes” to ensure more transparency and safeguards in the governing processes. Lack of transparency in the functioning of the government agencies can make it easy for the perpetrators to cover their tracks.

The biggest need of the hour is to eradicate the presence of secrecy in the functioning of the Government. Transparency implies that all rules and regulations regarding the functioning of the various arms of the government and the powers and duties of its officers are in the public domain. Transparency in governance in India has certainly improved in recent years, but a lot is still to be desired. Take the example of Right to Information Act (RTI) which only recognizes the crime after it is committed. So at best it's a deterrent.

It is our belief that ‘Automation’ is the answer. Automating the entire decision making process of the Government or in other words moving to E-Governance will help lower costs, improve efficiency and generally provide better services to citizen while substantially improving transparency.

A faster implementation of E-Governance can bring about a paradigm shift in the quality of service delivered to the citizens. E-Governance, however, is not merely the use of IT in governance but a tool to ensure equitable and easy to avail good governance. It does not mean proliferation of computers and technology; it is basically a political decision that calls for discipline, attitudinal change in officers and employees, and massive government process re-engineering. Implementers and drivers of E-Governance initiatives agree that the biggest challenge of deploying E-Governance is not technology but change management encompassing cultural, organizational, process, people and technological challenges. E-Governance can ultimately turn out to be one of the major reasons, for India's rapid development by utilizing the 'people will' to 'immunize' projects from the changing mood of administrators.

It is time for one of the oldest democracies in the world to change from what is today deemed as representative democracy to what the future beckons as interactive democracy. And this can be made possible by a strategic and sincere effort to automate the decision making process as far as possible.

In the end technology can only function as an enabler and a tool to drive change. The real benefit of E-Governance cannot be measured by the level of technology used to simplify the operations, but by the application of technology in bringing about transformation in the functioning of the government and its interaction with people.

LC Singh
President & CEO
Nihilent Technologies

MESSAGE

Chairman, CSI SIG e-Gov

Computer Society of India (CSI) under its revised Constitution set up a Special Interest Group on e-Governance (CSI SIGeGOV) in 2007 under the leadership of Dr Ashok Agarwal to address some of the major issues in e-Governance. The objectives of SIGeGOV include, act as a repository of National e-Governance Initiatives with a view to Knowledge Sharing of the experiences of all the stakeholders in India.

Apart from starting a website (www.csi-sigegov.org) to maintain the details of various best practices, efforts were made in collecting details during CSI Nihilent e-Governance Awards process to document in the form of a formal publication from one of the leading publishers. Since 2007, 5 publications including one published by SAGE, two by Universities Press (UP), three by ICFAI University Press (IUP) have been attempted and shared with all the stakeholders during awards presentations, as part of CSI Annual Conventions. The books have also been placed on www.csi-sigegov.org website for free download by all the stakeholders. One of the major benefits of these efforts was the widespread utilization of e-Governance Best Practices among various States, Departments and Districts, as experienced during three Knowledge Sharing Summits organized in 2009, 2010 and 2011.

I am grateful to all the conveners of previous year's CSI Nihilent e-Governance Awards, who have made major efforts in their own time to benefit the society, with this rich content on e-Governance. Efforts have also been fruitful in getting the original stakeholders to document their efforts particularly using Results and Enablers Approach so that a clear understanding of the issues are made known to all. This has only been possible by a very efficient methodology of evaluating e-Governance Initiatives using Analytical Hierarchy Process (AHP) and including field visits and formal presentation at different stages of Awards process. Credit must also go to all authors, who have made efforts in documenting their e-Governance initiatives.

The present publication by Surendra Kapoor, Prabhu Gollamudi and Nityesh Bhatt has further improved on the quality of documentation for the finalists of CSI Nihilent e-Governance Awards for the year 2010-11. It required enormous

efforts to collect, compile, edit and include the latest trends in e-Governance to make the present volume extremely useful. I am sure all stakeholders including researchers of e-Governance and common citizens will find the details provided in various chapters very useful for their activities, thereby spreading the much needed awareness of the e-Governance Initiatives in the country, at present.

As Chairman of SIGeGOV, I will be failing in my duties, if I do not record our appreciation for Shri LC Singh, CEO, Nihilent Technologies and Shri MD Agarwal, President, CSI who have made the present book possible by their support and contributions. I am personally indebted to Prof Rajeev Sangal, Director, IIIT, Hyderabad for permitting me to undertake this societal task for CSI and allowing the use of some of the facilities for conducting evaluation process for these awards in IIIT-H campus.

Congratulations to all the award winners, for their efforts.

Major Gen. Dr. R K Bagga
Chairman, CSI Special Interest Group on
e-Governance (CSI SIGeGOV)

Preface

In year 2011, The Government of India has released a draft “Triad of Policies to Drive a National Agenda for ICTE [Information & communications technology and electronics]”. A principal policy objective brought out in this documents is to optimally leverage India’s existing and developing ICT infrastructure and capabilities to meet the growing need for e-government services. National E-Governance Plan (NeGP) is one of the ambitious program of the Government of India aimed at pervasively spreading e-Governance in the country. In pursuance of this, the Government has launched several Mission Mode Projects (MMPs) cutting across the Center, and States, districts and departments.

One of the early successes in the area of e-government was the creation of geographically dispersed citizen service centers. Whether called e-Seva center [as in Andhra Pradesh], Bangalore-one [in Bengaluru] or Jan Mitra Samadhan Kendra [in Gwalior District], such service centers are present in many corners of India and they have demonstrably made progress towards reducing periodic citizen footfalls into government offices. They also have contributed in two other important ways - firstly, by providing the employment opportunities in the field of ICT sector to village entrepreneurs and secondly, by rendering the benefits of ICT in the lives of villagers, particularly those who are geographically, socially, economically or demographically removed from the mainstream. *With visibility comes familiarity, with familiarity, reduced doubts and with reduced doubts, greater usage - provided no barriers stand in the way.* We thus see that when plans and support are in place, good ideas get replicated possibly leading to replication of solutions too.

We have traversed farther on this journey since then, and we now have many State level portals which provide several Citizen centric services with integration with back end systems. A few among such portals include payment gateways too, thus improving citizen convenience. Though portal driven service delivery is in the right direction for making e-Governance work effectively, the core issues remain – issues of low accessibility to a majority of citizens, due to reasons of unreliable infrastructure, low Internet literacy, relatively greater trust in manual systems etc. The often discussed ‘Digital divide’ continues to be a challenge for policy makers and e-Governance architects in reducing the inequality.

This theme - of enhancing visibility, removal of barriers and the resulting possibility of better and balanced usage of eGovernment systems - is reflected in the title of the Computer Society of India's Special Interest Group's (SIG) compendium "**Widening e-Governance Canvas - Selected e-Governance Initiatives in India**". We believe, in the current context of enabling growth in e-Governance the phrase 'widening the canvas' is appropriate.

- a. The nominations received for 2010-11 included initiatives in the nature of CSCs. However, what was heartening was that many nominations received showed a shifting trend from looking at e-Governance projects in isolation to catering for forward and backward linkages. Moving beyond an elaborate GIS-MIS system and drawing up of detailed inventory of Forests, and the collaborative inter-departmental approach for ensuring that student scholarships were not misused are but two examples culled from 2010-11 nominations. Clearly such initiatives were enabling spread of e-Governance canvas.
- b. Widening of the e-Government canvas was also observed in case one nomination from Kerala for 2010-11 detailing e-Government initiatives which endeavored to present to citizens with more points of contact and more comprehensive demand and delivery management choices for availing of e-Government services. The project that relates to systematized allotment and accounting for 'sand' for individual and group builders is a case in point.
- c. This year also very good example of ICT deployment for Mineral administration, a case of widening ICT under G2B category.

As a responsible national institution, CSI seeks to promote e-Governance in its balanced form. As a small step in this direction, for the first time, the assessment for 2011 included parameters which required nominees to introspect on their actions stood with respect to reducing digital divide and other 'value' based parameters such as handling of e-wastage etc. In this sense too the e-Governance canvas has been widened - by making 'visible' to global audience the exemplary efforts towards implementing balanced e-Gov programs or projects.

As mentioned earlier, the special interest group of eGov of CSI, as part of 2010-11 CSI-Nihilent e-Governance award selection process, required nominees to assess themselves on Digital inclusion, e-Participation and e-Waste. The following table shows a small extract of responses received.

Sample	Digital Inclusion	e-Participation	e-Waste
Response-1	Citizens are provided with vernacular language support in the services. Manuals and support documents are prepared in local languages. Help counters at Grama Panchayat and Taluks formed to assist citizen. Information Community centres are trained to assist Citizens.	Since documents are captured at source, e-participation of authorities concerned will ensure quick Decision making.	As when an ICT item is purchased it should meet the green standard, also a buy back policy is framed to remove the e-waste.
Response-2	One of the objectives of district policy is to bridge the gap between digital divisions. The e-governance systems for better field operations were deployed across the district, placing trained manpower to operate the systems.	On-line Complaint monitoring system is an example of e-participation wherein many administrative entities interacted through the system for making important decisions.	While acknowledging the fact that, large number of equipments were deployed which created a huge assemblage of electronics, thrust was given to rope in hired gadgets. With this notion of re-use of equipments, electronics wastes were effectively kept at a minimum value.
Response-3	It is not possible to send SMS in regional language, as only smart phones are having such facilities and penetration of such mobile phones is less than 10%. We have designed English SMSs in such a way that it is easily understandable.	To encourage eParticipation we have taken number of effective steps, which includes publicity of specific service by Print Media, news paper Printing details on how to access m-Governance service	The local body is doing buyback of old system. Till date we have done this process 5 times. The local body is using Thin Client instead of Desktop Computers as the life span of Thin Client is more than Desktop Computers. We are using refilling technology for our laser printers. This not only reduces eWaste but also is economically very cheaper. We encourage our staff to use LAN mode of data transfer. This has resulted in less consumption of CD/ DVD.

As can be seen from the table, the responses ranged from very specific and apt to very generic.

In a larger context, widening e-Governance can also be perceived as a contributor to the knowledge economy. We observe that for many of the nominee organizations, the focus is still on Techno economic considerations rather than social drivers for launching e-Governance projects. While this is considered as a step in the right direction, progressive policy architects want evolution of new systems / paradigms based on citizen demands or civic society demands. While such feedback can be culled out from 'Call Center' data, we are not sure if organizations have built in mechanisms to scan, collate and classify any such piece of indirect feedback. Some States have put in place 'Grievance monitoring systems'. Here too, mostly the focus of citizens who bring the grievance forward is transactional rather than process related.

This has been the first year, that CSI has attempted to draw attention to these very critical issues related to e-Government. Rather than retrofit an existing system to enable citizen participation, the CSI-Nihilent award committee hopes that by specifically requiring the nominees to think about and address the need to provide a system for citizens to digitally participate in all phases of e-Government initiatives - from conceptualization to implementation – there will be greater awareness and action towards designing specialized programs and procedures for beneficiary e-participation. In a circuitous manner, greater digital participation will also lead to addressing the issue of digital divide, a lessening in the number e-exclusions. In short, it is hoped that such a widening of e-Government canvas will lead to congruence in thoughts, processes and action – a congruence which respects and balances the fragility of environment [e-waste] with a respect for the fragility of human emotions and the need for being socially relevant [e-participation and e-inclusion].

Looking into track record of many projects but did not survive, CSI SIGeGov has started focusing on sustainability aspects of e-Governance initiatives. First step in this drive is to recognize those projects which have not only maintained their effective presence but have also scaled up in terms of scope of services and geographical coverage. This year three of such e-Governance projects were recognized for their sustenance. We strongly feel that this will enthuse the leadership as well other stakeholders for continuity of projects in the long term.

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