

National e-Governance Plan

NeGP Approval

The Government approved the National e-Governance Plan (NeGP), comprising of 27 Mission Mode Projects (MMPs) and 10 components, on May 18, 2006.

The Government has accorded approval to the vision, approach, strategy, key components and implementation framework for the NeGP. However, the approval of the NeGP does not constitute a financial approval for all the MMPs and components under it. The existing/ongoing projects in the MMP category, being implemented by various Central Ministries/State departments/States would be suitably augmented/enhanced to align them with the objectives of NeGP.

NeGP vision

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

Implementation Strategy

- Integrated Approach
- Implementation Framework

Central MMPs

- Banking
- Central Excise & Customs
- Income Tax (IT)
- Insurance
- MCA21
- National Citizen Database (NCD/MNIC)/ UNIQUE ID (UID)
- Passport, Immigration & Visa
- Pension
- e-OFFICE

State MMPs

- Agriculture
- Commercial Taxes
- e-District
- Employment Exchange
- Land Records
- Municipalities
- Panchayats
- Police
- Property Registration
- Road Transport

- Treasuries

Integrated MMPs

- CSC
- e-BIZ
- e-COURTS
- e-Procurement
- Electronic Data Interchange (EDI) For Trade (eTrade)
- National Egovernance Service Delivery Gateway
- India Portal (www.india.gov.in)

Components

- Core & Support Infrastructure
- Common Services Centre (CSC)
- State Wide Area Networks (SWAN)
- State Data Centres (SDC)

NeGP PROGRAMME MANAGEMENT UNIT

- Awareness & Communication
- Assessment
- Capacity Building
- Common Services Centre
- Infrastructure & Technical
- Monitoring And Evaluation
- Project Finance & Appraisal
- Research & Development
- Contact Details

The DIT has set up a Programme Management Unit for The objectives of the PMU are to help the DIT assist the Apex Committee to drive NeGP through effective programme monitoring and management; provide assistance in policy and strategy formulation; support the DIT in implementing those projects and components of NeGP for which DIT is the implementing department; and augment capacity of various departments to enable them to implement their MMPs successfully. The roles and responsibilities in the various areas of the PMU are:

AWARENESS & COMMUNICATION

The success of the Plan hinges not only on accessibility and availability to the information and various services but also awareness regarding the Programme, effective branding of NeGP and finally a communication strategy that addresses the above two. As such the team is responsible for creating and implementing the strategy to achieve the following objectives - To build distinctive brand of NeGP which be utilised across Departmental communications; to create awareness among citizens about the initiative & its objectives; to motivate stakeholders, with an emphasis on the point that NeGP is not about computerisation or technology but making interaction with government easier; and to create a demand driven atmosphere which would ensure the service delivery & its quality are met. The team

will also create a set of communication guidelines that can be used by other Ministries/departments to design their own communications plan.

ASSESSMENT

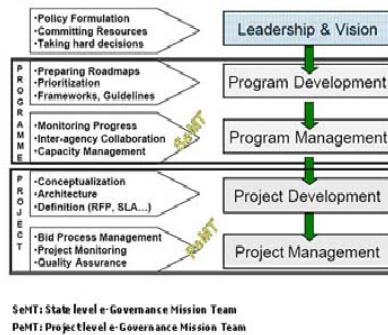
The Government of India is proposing to invest a significant part of its scarce resources in e-Government projects. However, even with its perceived potentials, e-Government projects are fraught with risks and the success rate across the world is not very encouraging. Given this scenario and the fact that e-Government projects are inherently complex, it therefore becomes imperative that a robust assessment strategy is devised for the existing e-Government projects that not only provides valuable understanding on individual projects but also provides for a backward integration into the process of project appraisal and capacity building. The team is responsible for creating robust assessment strategy that can be used to objectively assess e government projects.

Capacity Building

Keeping in view the enormous task of driving NeGP in line with the overall spirit of service orientation most states are inadequately equipped in terms of personnel and the skill-sets needed to handle the host of issues involved. For this purpose, the Capacity Building Guidelines for developing institutional mechanism was prepared by DIT in consultation with Planning Commission and was issued to all the State Governments and UTs. The capacity building guidelines take cognizance of the fact that different states are at different levels of readiness for e-Governance and have different levels of aspiration. Capacity gaps are therefore not viewed in an absolute context but relative to the goals set out by the respective state government for itself.

Therefore, for NeGP to achieve its goals, capacity gap that need to be addressed include engaging experts, developing skills and imparting training. Capacity Building scheme is aimed at addressing the above challenges in a holistic manner including support for creation of State e-Governance Mission Teams (SeMT), and Project e-Governance Mission Teams (PeMT). This scheme is also meant for initiating through various activities like empanelment of candidates, facilitating States in recruitments and providing orientation courses for SeMT, Training initiatives, curriculum and content development and continuous capacity and HR management.

NeGP Policy & Decision Flow in States/UTs



COMMON SERVICES CENTRE

CSC scheme will be the most prominent face of NeGP. As such, specific support is being provided for this scheme. The scope of support includes Identification of core components of CSC Scheme; Frame problem agendas related with application software, legal instruments, essential backend for CSC, critical RFP conditions, pace synergy in core infrastructure projects (CSC, SDC, SWAN); Review and advise on Project Development Document for CSC; Review and advise on various aspects of CSC RFPs, State Guidelines, Roll out plan etc.; Analyze Service portfolio (G2C, B2C, C2C) based on needs of Citizen and financial model; Review and advise on Structure of CSC Scheme, IT and Functional Architectures; Review and advise on proposals, MoUs and project specific deliverables prepared by NLSA or received through State Governments at DIT; and Monitor activity wise deliverables and timelines mentioned in the contract of NLSA.

INFRASTRUCTURE & TECHNICAL

This cell provides support to the DIT in implementing those projects and components, which are direct responsibility of DIT SWAN, SDC & CSC. The scope of work includes - Technical assistance for State Wide Area Network; RFP review and other technical related problems raised by States for establishing SWAN; conceptualization of State Data Centre (SDC) project including preparation of technical and financial guidelines, technical specifications for SDC viz. physical requirements, Network and Security infrastructure, Computing resource, Storage requirements and certain non negotiable parameters for the SDC; technological parameters that are essential for last mile connectivity; and assisting Technical Committee on Wireless (TCW) on various parameters that need to be considered while deciding wireless connectivity for the last mile.

Technical inputs are also provided to various technology (IT) projects coming from different central line ministries to DIT.

MONITORING AND EVALUATION

The Program Management, Monitoring and Evaluation Unit of the Programme Management Unit for NEGP will develop a comprehensive MIS at programme level and track the physical and financial progress of various projects. The cell would also serve as the knowledge repository and will provide and assist in developing and

implementing a comprehensive framework for assisting these projects, to the extent that they fall under designated MMPs, with a central pool of support resources, to generate cross-project and cross-state synergies, avoid inefficient overlaps, and take advantage of comparative benchmarking based on common Program Management, Monitoring and Evaluation (M&E) Frameworks.

The prime objective of the unit will to provide dashboards and other critical information that may be needed by key stakeholders to effectively roll out NeGP. It will also serve as a unit to specify impact in terms of improvements in the quantity and quality of public services actually delivered by government. In this case, it suffices to compare service quantity and quality metrics before and after program implementation and specifying impact in terms of improvements in government service delivery capacity. In this case, the factors entering into the evaluation of impact are all endogenous to the program and essentially amount to a measure of program outputs.

The unit will be closely working with the respective line ministries/SeMT's and would provide a professional guidance in terms of effective rollouts. The unit will serve as abridge between the implementing agencies and key stake holders namely; PMO, Planning Commission, Apex Committee and other bodies which might be formed for overseeing effective implementation of NeGP

PROJECT FINANCE & APPRAISAL

The cell would identify resources to provide assistance in project conceptualisation, development and implementation to various implementing agencies. The cell would also appraise various MMPs to assess implementation methodology, overlaps etc.

This cell would be responsible for helping DIT in finalisation of guidelines, checklists and formats for project appraisals and developing methodology for project selection. The cell would support DIT in appraisal of proposals for Central/State MMPs and other projects. It would also support DIT in its dialogue with World Bank and developing the World Bank project report as well as interfacing with other departments of GoI for this purpose. This would include conducting studies needed for the World Bank project, finalization of rules of engagement, operational manuals, formation of Special Purpose Vehicle (Central e-Governance Society) and collating other inputs. The cell would also be responsible for finalizing fiduciary and procurement arrangements for the Plan.

RESEARCH & DEVELOPMENT

The e-Governance R&D team in the PMU provides consultancy and research inputs in the areas of e Governance Technical Standards including interoperability standards e-Government Enterprise architecture frameworks ,Information Security, Data & Metadata Standards , and Quality and documentation that includes e Governance Quality Manual, e-Governance Project Life-Cycle, Project Management, Program Management Conformance Assessment Frameworks, SLA guidelines, etc. The group is also member of working group on e Governance Standards. It also provides consultancy and IT support for the National e-Governance Service Delivery Gateway (MMP) including activities such as review of RFP, preparation of DPR, SLAs, proposals for SFC approval etc. In addition, it publishes papers on e-government standards

website for reference and as discussions papers for working group members; reviews technical papers, proposals, documents, guidelines; provides technical inputs on various open standards and technologies , architectures, middleware, to the e-Governance directorate. The group is also involved in collaborations with industry and academics in the area of e-Governance research and innovations. The Microsoft Innovation Lab has been set up for developing innovative e-governance solutions and research in the area. The group is also responsible for organising seminars and discussions with Gartner Global experts.