

e-Kranti : A New Transformation of e-Governance in the Era of Digital India

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Abstract

With the advancements, innovations and mellows in the field of Information and Communication Technology, the governance has transformed into e-Governance resulting in public empowerment by giving them access to information, e-Services, e-Administration, transparency and more effective management etc. Government of India has taken step forward by using the ICT as a tool for transforming India into digitalised and knowledgeable nation. In this regard, Indian government has introduced various projects like NeGP, MMPs and recently formed Digital India project. This paper gives a brief introduction about e-governance and a detailed description about the NeGP, Digital India and e-Kranti projects. The main focus of the paper is to provide an overview about the new revolution in the field of e-Governance i.e. e-Kranti project which has been launched to speed up the national digitalisation process.

Key Words

e-Kranti, e-Governance, ICT, Digital India, NeGP & MMPs.

INTRODUCTION

Since old times, the main emphasis of the states has been on the idea of development of the society, with some changes in its definition. Those who rule and those who are ruled upon both seek the idea of development with the refined techniques of governance. Each government has taken the initiatives regarding the good governance since the inception of the society and the state. The achievement of good governance with the help of electronic means is referred as e-Governance. Thus, e-Governance refers to the performing of the activities or functions of good

governance with the help of information and communication technology. This influential channel has created an opportunity for the service suppliers and service receivers by providing an electronic way to interact online without any physical presence. e-Governance has given a solution to complex governance and rising citizen expectations with efficient working, fast processing, retrieval of data and instant transmission of information which automatically creates transparent, responsive and accountable governance for citizens.

The modern thinking of citizens and business in ICT environment is like 'everything can be arranged through internet' is incredible. One side, a businessman is applying for business permit through online portal of respective authority and on another side, the citizens are paying bills and making payments online through government and other organisations' online portals. According to the Internet and Mobile Association of India (IAMAI), the internet users in the India have reached 205 million at the end of October, 2013 and are expected to rise to 243 million by June 2014 which is more than US internet users and only next to China. Currently, India is on 3rd rank in number of internet users in the world. Increasing trend of internet users shows importance of internet in common man's life in this ICT enabled world. Giving stress to the benefits of ICT in common man's life Douglas Holmes states that "Don't stand in line, get online". So, it is very hard to imagine a life without internet these days. The praising fact of all this changes is that the government is actually leading the way to ease the life of citizens. This reflects that the ICT especially the internet is transforming the way people interact with each other.

Through ICT, public access to government and other organisational information is enhanced to a large extent which has improved the efficiency, transparency and accountability of the governance just as RTI. Fast delivery of services and information with easy accessibility is essential for combating the requirement of today's e-user. It has re-engineered the organisational processes which result into less corruption, increased transparency, greater convenience, revenue growth and cost reductions.

Thus, in current ICT environment e-Governance uses internet to provide services to citizens and help government to reply citizens quickly and instantly. It reduces physical interactions between the government and citizens and also reduces bureaucratic delays, red tapism and corruption. In simple words, ICT supports current procedures and tasks by automating them with new innovative mechanisms of service/information delivery.

Accordingly, Indian government has created a milestone in the field of governance by introducing integrated governance i.e. e-Governance. The

government, under e-Governance initiative, has formulated and implemented National e-Governance Plan (NeGP) at centre level and Mission Mode Projects (MMPs) at state level under Bharat Nirman.

e-Governance Initiatives implemented by Government of India

e-Governance Initiatives have been introduced to form a transparent, accountable and citizen centric service delivery process to make service-oriented government. It has strengthened the relationship between government and citizen by bringing public services closer to citizens. These initiatives are classified into two areas as shown in the following Table :

Table 1

e-Governance Initiatives

Central Initiatives	State Initiatives
<ul style="list-style-type: none"> • National e-Governance Plan (NeGP) • National e-Governance Division (NeGD) • e-Governance Infrastructure • Mission Mode Projects • Citizens Services • Business Services • Government Services • Projects and Initiatives • R&D in e-Governance • Model RFPs for e-Governance Project 	<ul style="list-style-type: none"> • States have MMPs on <ul style="list-style-type: none"> • Agriculture • Commercial Taxes • e-District • Employment Exchange • Land Records • Municipalities • Gram Panchayats • Police • Road Transport • Treasuries, etc.

National e-Governance Plan (NeGP)

Various e-Governance initiatives in India have been adapted since last decade from state level to local level. A lot of initiatives among them have proved successful but many of them proved disastrous. These wide variations have indicated towards the requirement of a guiding authority, strategic plans and a common path for these initiatives to attain the benefits of good governance through e-Governance. Thus, National e-Governance plan was formed by capturing the impact of success and failure of e-Governance initiatives not only in India but also in the world and implemented across the country. The Government of India has launched National e-Governance Plan (NeGP) on 18th May, 2006 which was framed by Department of

Electronics and Information Technology (DEITY) and Department of Administrative Reforms & Public Grievances (DARPG). This plan was a combination of various mission mode projects (MMPs) and components. Initially, it was started with 27 MMPs but later it increased to 31 MMPs in 2011 with the introduction of four new projects covering areas of health, education, PDS and posts. It has given a cohesive image of government to the citizens because this plan has an auxiliary advantage of cost saving in relation to the support infrastructure and also facilitates interoperability. The main goal of e-Governance plan is to 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".

BASIC METHODOLOGY OF NEGP

The Parliamentary Standing Committee and the Committee of Secretaries (CoS) observed the success and the failure of different e-Governance initiatives at country as well as at world level and recommended an adapted methodology for NeGP which include following components :

i. Common Support Infrastructure

- State Wide Area Networks (SWANs),
- State Data Centres (SDCs),
- Common Services Centres (CSCs)
- Electronic Service Delivery Gateways.

ii. Governance

- Effective monitoring and coordination in NeGP implementation
- Standardisation
- Policy guidelines
- Technical support
- Capacity building
- Strengthening of NIC, STQC, CDAC and NISG with the help of DEITY and DEITY itself.
- Research and development etc.

iii. Centralised Initiative, Decentralised Implementation

- Decentralised Implementation of Centralised e-Governance Initiative
 - Ensure citizen-centric orientation
 - Optimum utilisation of ICT infrastructure and resources

- Inter-operability of e-Governance applications
- Provide customisation to projects wherever needed

iv. Public-Private Partnerships (PPP)

- e-Governance projects require a lot of financial resources to integrate latest technology
- Whenever there is a requirement of funds, the projects can be introduced with PPP model wherever feasible
- But there should be no compromise on security terms while introducing PPP model.

v. Integrative Elements

- Application of unique identification codes for citizens, businesses and property
- To facilitate integration
- and reduce vagueness

vi. Programme Approach at the National and State levels

- Includes involvement of various union ministries, state governments, local authorities and agencies
- Well defined roles and responsibilities of everyone involved
- Formation of appropriate programme management structures

vii. Facilitator role of DEITY

- Act as a secretariat to apex committee
- It also implements pilot/infrastructure/technical/special projects and support components
- Provide technical support to various ministries and state government

viii. Ownership of Ministries

- Several MMPs are possessed and directed by the concerned Ministries.
- States are flexible to introduce separate state specific projects along with MMPs.

MISSION MODE PROJECTS

"Mission Mode Projects" under NeGP provide clear goal, scope, implementation time period, measurable outcomes & service levels. NeGP includes various 31 MMPs as specific projects that emphasise on different areas of e-

Governance like Banking, Insurance, Income Tax and Agriculture etc. MMPs are broadly divided into central, state and integrated projects in different areas as depicted in Table 5. However, individual states, according to their particular requirements, can also define five specific MMPs.

Table 2**Composition of MMPs**

Central MMPs	State MMPs	Integrated MMPs
<ul style="list-style-type: none"> • Banking • Central Excise & Customs • Income Tax (IT) • Insurance • MCA21 • Passport • Immigration, Visa and Foreigners Registration & Tracking • Pension • e-Office • Posts • UID 	<ul style="list-style-type: none"> • Agriculture • Commercial Taxes • e-District • Employment Exchange • Land Records(NLRMP) • Municipalities • e-Panchayats • Police(CCTNS) • Road Transport • Treasuries • Computerization • PDS • Education • Health 	<ul style="list-style-type: none"> • CSC • e-Biz • e-Courts • e-Procurement • EDI for e-Trade • National e-Governance Service Delivery Gateway • India Portal

BASIC CONSTITUENTS OF MISSION MODE PROJECTS

- Forming Capacity building scheme and Organized Framework for State Level Strategic decision- making
- Constructing a State e-Governance Mission Team (SeMT) and arranging a communication of specialized training and orientation program for them and the decision makers.
- Creating a central Capacity Building Management Cell for coordination and implementation of the scheme.
- Spreading awareness and communication regarding e-Governance services and service delivery points
- Building NeGP as an umbrella brand and constructing ownership/ stake of implementers in NeGP
- Accessing the impact and outcomes of projects

- Undertaking e-Readiness Assessment of States and Union Territories through DEITY
- High focus on making Standards and Policies in e-Governance

DIGITAL INDIA

Indian governance, blended with innovations of technology over the period of time, has given a wider coverage and inter-sectoral application with more prominence on citizen centric services through various e-Governance initiatives. All these initiatives, as discussed above have given more emphasis on building information systems in various areas like computerisation of railways, land records and government departments etc. But something more was required for achieving the objective of inclusive growth, which covers electronic services, devices, products, job opportunities, electronic manufacturing and universal access etc. These e-Governance initiatives were citizen-oriented but they succeeded in making less than the needed impact due to their inadequate features. In the words of Shri Narendra Modi, "we want to have one mission and target : take the nation forward-digitally and economically", that means the need of the hour emphasised on more connected government and more infrastructure creation for transforming the whole ecosystem of the public services by using mellows of ICT. After realising the need, Government of India has launched the Digital India Programme. It is a flagship programme with an objective to transform India into a digitally empowered nation. Its purpose is to pull together many existing schemes and synchronising them with new schemes.

CENTRE OF CONSIDERATION OF DIGITAL INDIA PROGRAMME

The main focus of Digital India programme is on three important areas. The very first area is to create an e-Infrastructure by building high speed internet service, enhancing access to common service centres, secure cyber world , increasing mobile and bank account connectivity etc. Another area of concern is to provide e-Services by creating availability of services on demand, enhancing use of online and mobile services, cashless transactions and forming geospatial information systems etc. Lastly, but most important area, is to create e-Citizens by spreading e-literacy, universal access, provision of online services in Indian languages and electronic transmission of documents etc.

BASIC METHODOLOGY FOR DIGITAL INDIA PROGRAMME

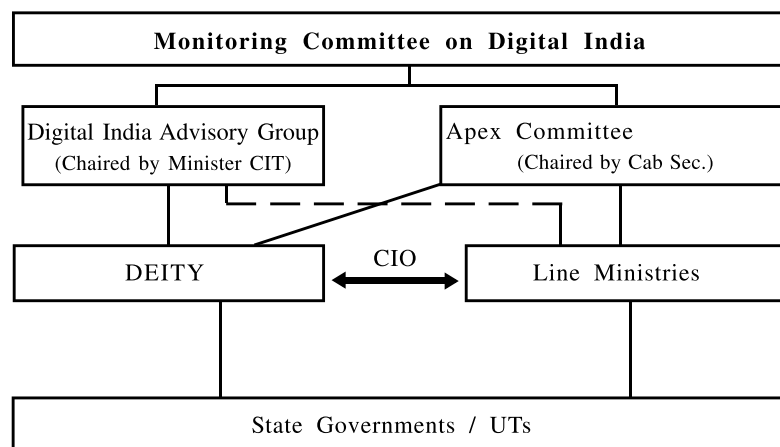
- Ensuring overall support from ministries, departments and states

- Alignment of existing projects with new programmes under Digital India
- Creating a centralised initiative
- Giving preference to PPP model
- Building and implementing unique ID systems for delivering benefits
- Reorganization of National Information Centre
- Creation of Chief Information Officer in different important ministries
- Providing additional liberalisation to respective States/UTs for accepting and implementing new programs under Digital India programme.

BASIC WORKING MECHANISM OF DIGITAL INDIA PROGRAMME

The basic working mechanism as shown in Figure 1 has been approved by Union Cabinet. A Monitoring Committee on Digital India under the chairpersonship of Prime Minister has been formed for providing direction and monitoring periodically the programme with effective leadership. Digital India Advisory Group for conceptualising the views of external stakeholders and Apex Committee for overseeing and resolving the inter-ministerial programs are the two working arms of Monitoring Committee. Whereas Expenditure Finance Committee and Committee on Non-Plan Expenditure are formed for financial appraisal and other financial matters. DEITY has formed a council of mission leaders on Digital India to share the best practices of all e-governance initiatives. Lastly, the state level working mechanism of Digital India will be managed by state committee on Digital India.

Figure 1 : Basic Working Mechanism



Source : www.digitalindia.gov.in

PILLARS OF DIGITAL INDIA : REALISING THE DREAM INTO REALITY

For realisation of Digital India programme in an inclusive and sustainable way, Government of India had defined 9 pillars of Digital India covering different growth areas. They are needed as a driving force for the overall development and growth of the nation.

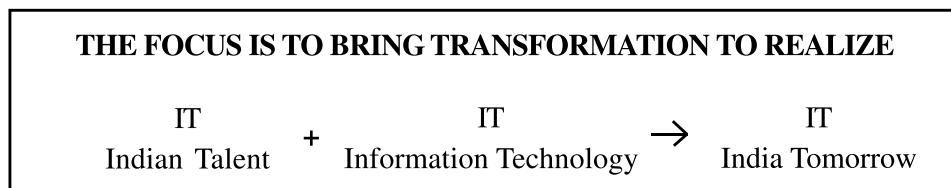
1. **Broadband Highways** : This covers a broadband for rural as well as for urban areas and building a national information infrastructure.
2. **Universal Access to Mobile Connectivity** : This deals with network penetration and removing the digital divide in the country.
3. **Public Internet Access Programme** : This focuses on converting customer service centres and Post Offices into multiple service centres.
4. **E-Governance – Reforming Government Through Technology** : This deals with re-engineering of government process by integrating ICT.
5. **e-Kranti – Electronic Delivery of Services** : This focuses on electronic delivery of services.
6. **Information for All** : This covers online availability of information and documents for creating open and easy access to information for citizens
7. **Electronics Manufacturing** : This deals with promoting electronics manufacturing for achieving the target of net zero imports in this field.
8. **IT for Jobs** : This pillar focuses on e-literacy and training programs for creating IT skills in youth required for availing employment in IT sector.
9. **Early Harvest Programmes** : This focuses on programmes requiring early implementation.

e-Kranti : NATIONAL E-GOVERNANCE PLAN 2.0

As above, we discussed about the centralised e-Governance initiative i.e. NeGP which has been structured by the Government of India to achieve the objective of good governance but after implementing this project, government has experienced certain problems like lack of integration amongst Government

applications and databases, low degree of government process reengineering, scope for leveraging emerging technologies like mobile, cloud computing etc. To overcome these problems, Government of India has felt the need of e-Governance, m-Governance & good Governance in the country. So, Government of India formed e-Kranti programme, which has been approved by the union cabinet on 25/03/2015 with the vision of "Transforming e-Governance for Transforming Governance". The main principles of e-Kranti are 'Transformation and not Translation', 'Integrated Services and not Individual Services', 'Government Process Reengineering (GPR) to be mandatory in every MMP', 'ICT Infrastructure on Demand', 'Cloud by Default', 'Mobile First', 'Fast Tracking Approvals', 'Mandating Standards and Protocols', 'Language Localization', 'National GIS (Geo-Spatial Information System)' and 'Security and Electronic Data Preservation'. The main focus of e-kranti project is to retain our most precious resource i.e. youth as depicted in the Figure 2. Under this project, the government want to use the IT skills of Indian youth, which has already internationally recounted, to build a digitalised future of India.

Figure 2 : Focus of e-Kranti plan



Source : www.digitalindia.gov.in

In e-Kranti or National e-Governance Plan 2.0, number of MMP's has increased from 31 to 44 MMPs. Many new projects specifically in the social sector have been introduced which include Women and Child Development, Social Benefits, Financial Inclusion, Urban Governance, e-Bhasha, e-Taal, Technology for Cyber Security, Technology for Security, Technology for Healthcare, Technology for Farmers, Technology for Justise, e-Education & Jeewan Praman etc. These 44 Mission Mode Projects under e-Kranti, which are at various stages of implementation, are depicted in following Tables 3, 4 & 5.

Table 3**Central Mission Mode Projects (New MMP)**

Sl.No.	Project	Line Ministry/ Department Responsible
01	Income Tax	M/o Finance/Central Board of Direct Tax
02	Passport	M/o External Affairs
03	MCA21	M/o Company Affairs
04	Insurance	D/o Financial Services
05	National Citizen Database	M/o Home Affairs/Registrar General of India (RGI)
06	Central Excise	D/o Revenue/Central Board of Excise & Custom
07	Pensions	D/o Pensions & Pensioners Welfare & Dept. of Expenditure
08	Bankin Banking	D/o Financial Services
09	e-Office	D/o Administrative Reforms & Public Grievances
10	Posts	D/o Posts
11	Visa & Immigration	M/o Home Affairs
12	e-Sansad	Ministry of Parliamentary Affairs
13	Common IT Roadmap for Para Military Forces	M/o Home Affairs

Table 4**State Mission Mode Projects (New MMP)**

Sl.No.	Project	Line Ministry/ Department Responsible
01	Land Records	M/o Rural Development
02	Road Transport	M/o Road Transport & Highway
03	Property Registration	D/o Land Resources and D/o Electronics and Information Technology
04	Agriculture	D/o Agriculture & Cooperation
05	Treasuries	M/o Finance
06	Municipalities	M/o Urban Development and Poverty Alleviation
07	Gram Panchayats	M/o Panchayati Raj
08	Commercial Taxes	M/o Finance
09	Police (UTs initially)	M/o Home Affairs
10	Employment Exchanges	M/o Labour & Employment
11	School Education	D/o School Education and Literacy
12	Health	D/o Health and Family Welfare
13	PDS	D/o Food and Public Distribution
14	e-Vidhaan#	Ministry of Parliamentary Affairs
15	Agriculture 2.0	D/o Agriculture
16	Rural Development	D/o Rural Development
17	Women and Child Development	M/o Women and Child Development

Table 5**Integrated Mission Mode Projects (New MMP).**

Sl.No.	Project	Line Ministry/ Department Responsible
01	EDI (E-Commerce)	M/o Commerce & Industry
02	E-Biz	D/o Industrial Policy & Promotion
03	Common Services Centres	D/o Electronics and Information Technology
04	India Portal	D/o Electronics and Information Technology and D/o Administrative Reforms & Public Grievances
05	E-Courts	D/o Justice
06	E-Procurement	M/o Commerce & Industry/ DGS&D
07	National Service Delivery Gateway	D/o Electronics and Information Technology
08	Financial Inclusion	D/o Financial Services
09	National Geographical Information System	D/o Science & Technology
10	Social Benefits	M/o Social Justice and Empowerment as the leader and other welfare departments as co-owners
11	Roads and Highways Information System (RAHI)	M/o Road Transport & Highways
12	e-Bhasha	D/o Electronics and Information Technology
13	National Mission on Education	Through ICT (NMEICT) D/o Higher Education
14	Urban Governance	Ministry of Urban Development

CONCLUSION

All the countries in the world have recognized the importance of ICT and e-Governance because of its capacity to boost economic growth, improve accountability and governance practices. Governments are also investing in such initiatives because the lives of large number of people are impacted by such projects in terms of ease in delivery of basic services. In India, many national and state/UT level e-Governance initiatives have been adopted with objective of making digitalised nation. In this path, earlier government has introduced National e-Governance Plan in 2006 and later in 2015 it has launched a new project called e-Kranti under the new program of Digital India. After studying the concept of e-

Governance initiatives, I can say e-Kranti project is just 'A New Wine in the Old Bottle' i.e. there is nothing new in it but some additions in the old National e-Governance Plan. Mere formation of new projects and plans is not enough but a grassroot level implementation along with periodic follow-up is needed. Most importantly, economic and social sustainability of these projects is today's requirement and tomorrow's reality. But on the other side this is a good initiative which is formed to overcome the defects of National e-Governance Plan. That means we are not only learning from our earlier mistakes but also taking practical steps to conquer them.

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