



e District Mission Mode Project

2nd May 2011

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Public services closer home

एक कदम आपकी ओर
एक कदम आपके लिए

NeGP Vision

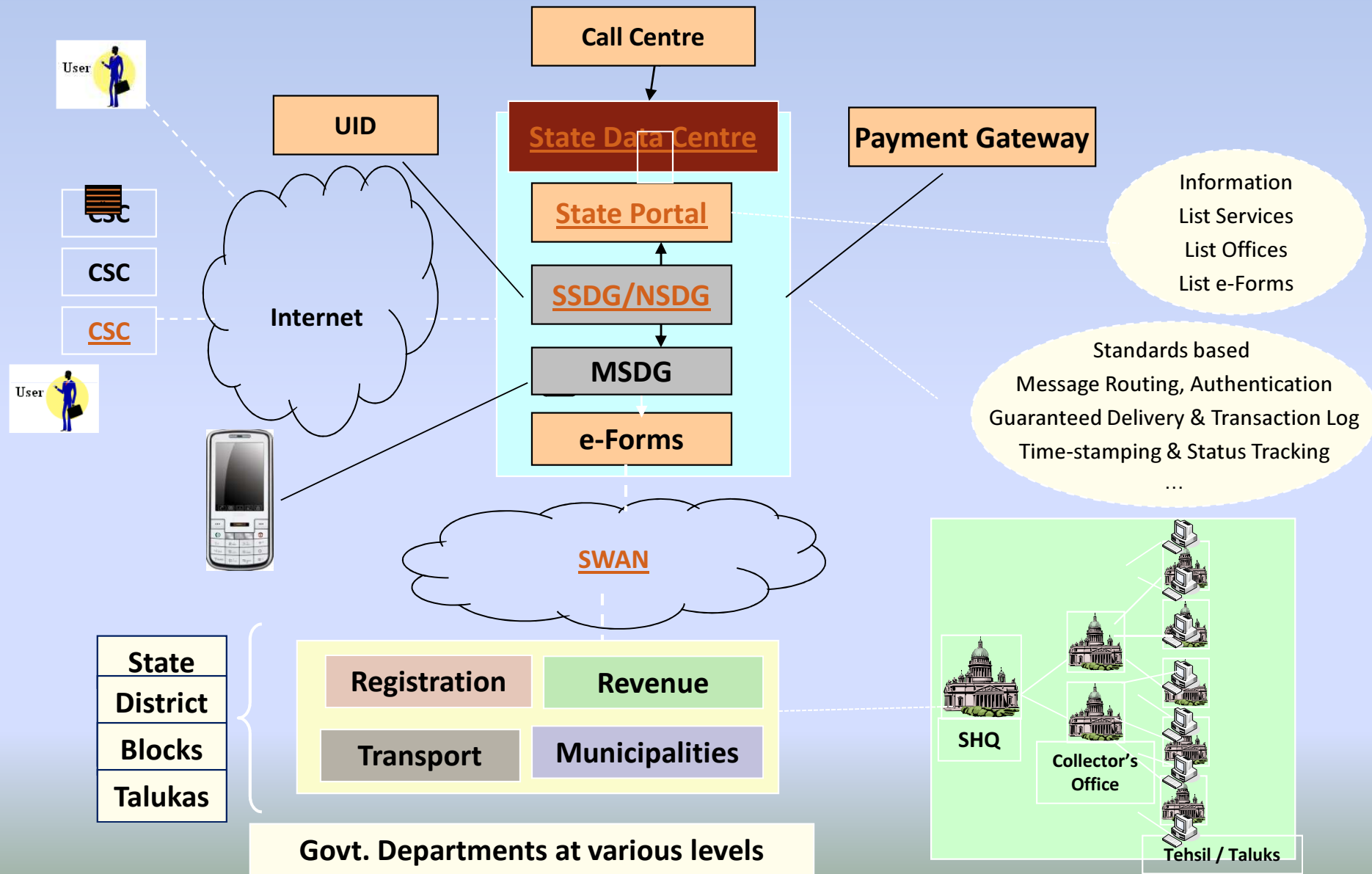
“Make all Government services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency & reliability of such services at affordable costs to realise the basic needs of the common man”

May, 2006

e District MMP

- State MMP under NeGP for Electronic Delivery of district / sub-district level services
- Aim at delivery of high volume, citizen centric services through CSCs
- Business Process Re Engineering and Service Levels
- Backend Computerization for end-to-end e-service delivery
- Centralized application & database
- Leverages core e-infrastructure of SWAN, SDC, SSDG ,CSCs
- Digitization of legacy Data
- Focus on capacity building, training and change management
- Services - Certificates, Pensions, Grievances, Ration Card, RTI etc

E-Enabled Service Delivery Strategy



Status of e District Pilot Projects

- Pilot projects in 41 districts across 16 States
- Mandatory service categories - 6 ; Optional : 4 (Additional)
- e-Services launched in 30 districts of 10 states - UP, Assam, TN, Bihar, West Bengal, Mizoram, Orissa, Haryana, MP and Kerala
- Advanced Stage in Maharashtra, Jharkhand, Punjab, Uttarakhand
- Bid Process Management in Rajasthan
- Business Process Re-Engineering in Puducherry
- Baseline study by IIM Ahmedabad done in 17 districts 5 States

Benefits from the Project

- Citizens can access services at doorsteps (CSCs) in an integrated manner
- Responsive, Transparent and Accountable Service Delivery
- Cost savings for citizens on account of
 - Less number of Trips
 - Less Waiting Time
 - Can track status of applications
 - Savings of upto Rs 100 per txn (based on IIM'A Impact Assessment'08)
 - Total economic benefits anticipated ~ Rs 1200 Cr per year
- Modernization and Automation of District Administration
- Empowerment of Citizens

Scheme for National Rollout

Salient Features of the Scheme (1/4)

- Implementation by States/ UTs across all 640 Districts
- Cost Sharing between Centre and States in ratio of 75:25
- State share to be met through ACA
- Two Phase Implementation:
 - Phase I - for districts with at least 70% CSCs operational
 - Phase II - remaining districts
- 4 years of implementation including 2 years of support (O&M)

Salient Features of the Scheme (2/4)

- Single solution for a State for a serviced
- Application and Data to be hosted at the SDC
- 5 mandatory service categories common across States
- States to choose 5 more categories (not covered under any MMP)
- Service Levels for each Service to be defined
- Implementation to be overseen by Retired Secretary to GOI level officer
- States to issue GOs / Notification for Electronic Service Delivery
- States to define a cut-off date for stopping manual services

Salient Features of the Scheme (3/4)

- Business Process Re-engineering - Essential
- Service Levels – Defined for each Service
- ICT enablement of field offices at District, Tehsil and Block level
- Leverages Service Delivery Platform of SWAN, SDC, SSDG & CSC
- Extensive Training and Capacity Building planned at all levels
- Change Management - Legal Changes and issue of Notifications

Salient Features of the Scheme (4/4)

- Programme Management :
 - Empowered Committee under Chairmanship of Secretary, DIT, GoI
 - PMUs to be set-up at the National, State and District level
 - 24 Secretary GOI / CS level officers to oversee and guide implementation
- National PMU :
 - Prepare Guidelines and Templates;
 - Empanelment of Consultants and System Integrators (Implementing Agencies)
 - Monitor Implementation
- State PMU – Oversee implementation at State Level
- District e-Governance Society - Oversee implementation at Districts

Issues in Pilot Implementation

- 6 States yet to Go-live with their Services
- Some States have gone live with only partial list of services
- Partial conformance to proposed service delivery as per new GOs
- Variations in Service Delivery Standards in different districts
- STQC certification of the e-District applications yet to be done
- RFP / DPR for full-scale roll-out yet to be finalized in Pilot States
- Rajasthan and Puducherry - Pilot or Rollout?

Strategy for faster implementation

- Sharing between Pilot and Non-Pilot States
 - Best Practices, BPR reports
 - Government Orders
- Identification of Services by all States by 20th May 2011
- Submission of DPRs by 15th June 2011
- Pilot Implementation to be completed by 31st May 2011
- Empanelment of Consultants and System Integrators
- Digitization of legacy data on priority basis
- Target-based Incentives for District Collector & their teams

Strategy for National Rollout

- Leveraging applications of Pilot States for Non Pilot States
 - Process of Identification and Selection
 - Adoption and Customisation
 - Sharing of learnings and artifacts
- Can Services be offered on a Cloud Model
 - For North Eastern States?
 - For Union Territories?
 - For Other States?

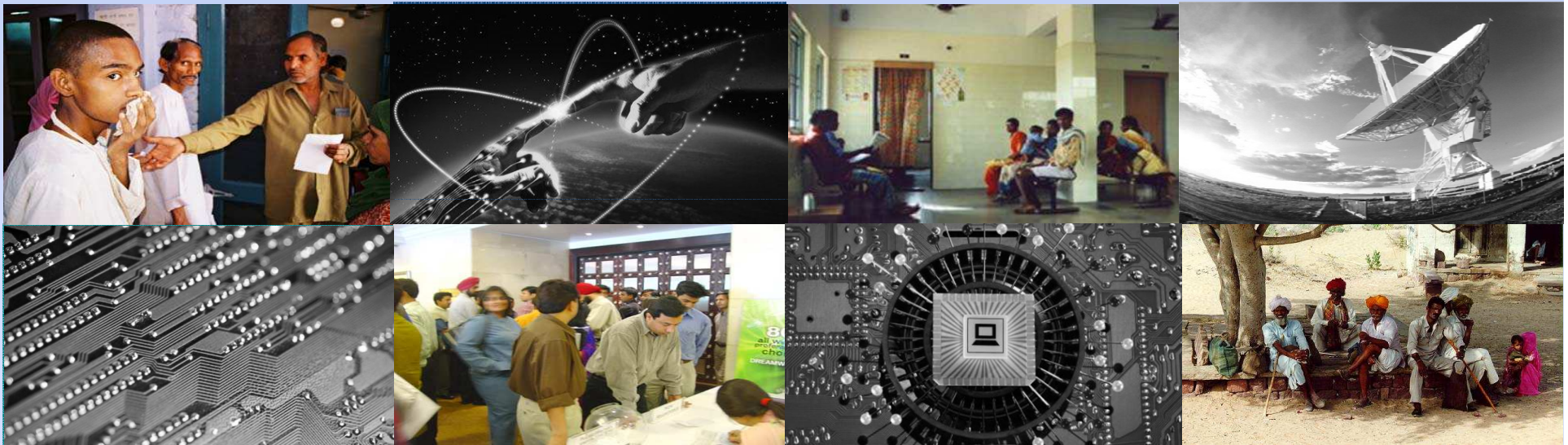
Issues (1/2)

- SWAN reliability - Online versus asynchronous mode of connectivity
- Digital Signatures :
 - Delay in Issuance by NIC
 - Unauthorized use by Support Staff
- Poor quality of Digitization in Pilot project
- Need for standardized hardware procurement and installation
 - Thin Clients at Block and Tehsil Offices
 - NIT for empanelment of Hardware?
- Issues of Power back up to be addressed
- Rollout of CSCs – for access to citizens
- Building user feedback for improvement

Issues (2/2)

- Integration with UID (Aadhaar)
- Integration with SSDG and Payment Gateway
- Mobile Interface for Status tracking
- Capacity Building and Training
- Role of e District Champions
- Formation of PMUs at all levels
 - Deliverables based contracts
- Monitoring of compliance to SLAs
- Streamlining project monitoring and review mechanism

Thank You



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Details of Pilots 1/4

State	Districts	Status	Consultant	SI
UP	Rae Bareli, Sitapur, Gorakhpur, Sultanpur, Gautam Budh Nagar & Ghaziabad	Go-Live	PwC, 3infotech. Wipro	NIC
Assam	Goalpara & Sonitpur	Go-Live	Wipro	Medhasoft
Tamil nadu	Ariyalur, Coimbatore Krishnagiri, Perambalur, Tiruvarur & Nilgiri	Go-Live	Wipro	NIC
Bihar	Aurangabad, Nalanda, Madhubani and Gaya	Go-Live	IL&FS	Vayam Tech

Details of Pilots 2/4

State	Districts	Status	Consultant	SI
MP	Indore & Sagar Gwalior Guna & Shivpuri	Go-Live	Wipro	MPSEDC (Humanitics)
Punjab	Kapurthala & Nawanshahr	Application Developme nt	Wipro	HCL Info System
Kerala	Kannur & Palakkad	Go-Live	Wipro	NIC
West Bengal	Bankura & Jalpaiguri	Go-Live	PwC	TCS

Next

Details of Pilots 3/4

State	Districts	Status	Consultant	SI
Haryana	Rohtak	Go-Live	3i Infotech	NIC
Jharkhand	Ranchi	Application Development	PwC	TCS
Maharashtra	Nagpur, Latur & Pune	Application Development	PwC	TCS
Uttarakhand	Pauri	Application Development	PwC	NIC

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Details of Pilots 4/4

State	Districts	Present Status	Consultant	SI
Orissa	Ganjam, Mayurbhanj	Go-Live	Wipro	SRIT
Mizoram	Aizwal	Go-Live	Wipro	Teledata
Rajasthan	Ajmer, Jodhpur	SI Selection	PwC	NA
Puducherry	Puducherry	BPR	PwC	NA

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Mandatory-Core Services

- **Issue of Certificates:** Domicile ,Nationality, Caste, Marriage, Income, Employment , Birth/Death, Solvency, Legal heir, Disability, Relationship, Non cream layer, Inner Line (NER), etc

14 pilot states have incorporated issue of certificates under eDistricts..

- **Social Welfare/Pensions** – Enrollment and disbursal of benefits under various Social Welfare Schemes, Pensions (Old age, Widow, Handicap, Destitute)

12 pilot states have incorporated SW/Pension under e Districts

- **Revenue Court Services** – Issue of notices, Case listing, Case adjournment and Stay orders, Status and issue of execution of orders: Information, tracking, and filing of miscellaneous applications.

13 pilot states have incorporated Revenue Court services under e Districts

- **Government dues and recovery** as part of Land Revenue – Issue of notices, Record of payments of RC, Tracking of default loan and also government dues, collection of taxes and Updation of treasury receipts etc

.12 pilot states have incorporated Government due and recovery services under e Districts

- **Ration Card** services – Ration cards ; Issue of new, modification/surrender/duplicate of old card, etc.

10 pilot states have incorporated ration card services under e Districts

- **RTI services** including redressal of Grievances – Application, tracking, monitoring, redressal, appeals etc. related to all departments - Education, Electricity, Drinking Water, Panchayats, Health, Police, Revenue, Road, Treasury, Social Welfare, Irrigation, Woman & Child, Public Distribution System, Transport, Disaster Relief.

14 pilot states have incorporated RTI/Grievances services under e Districts

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Non core services under pilot

- 16 States have included 13 category of services in the Pilot phase



Non Core Services

- LICENSING
- UTILITY BILLS
- MARRIAGE SERVICES
- AGRICULTURE (INFO ABOUT SOIL TEST,CROP INSURANCE)
- POLICE



Non Core Services

- PASSPORT
- EDUCATION (ADMIT CARD, MARKSHEET, RESULT)
- DISASTER MANAGEMENT
- EMPLOYMENT (REGISTRATIO)



Non Core Services

- PMeGP
- ELECTION (ID CARDS SERVICES)
- CONSUMER COURTS
- HEALTH

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Baseline study by IIM Ahmedabad

- The selection of core services proposed to be delivered under the e-District program is justified
- More than 70 percent of the respondents in each state had applied for Certificates
- The design of computerized systems needs to carefully consider the value of every step and every signature
- User participation in the design of the delivery system, prior to its implementation, is extremely important
- Redesign of forms needs to be one of the key areas of process reforms

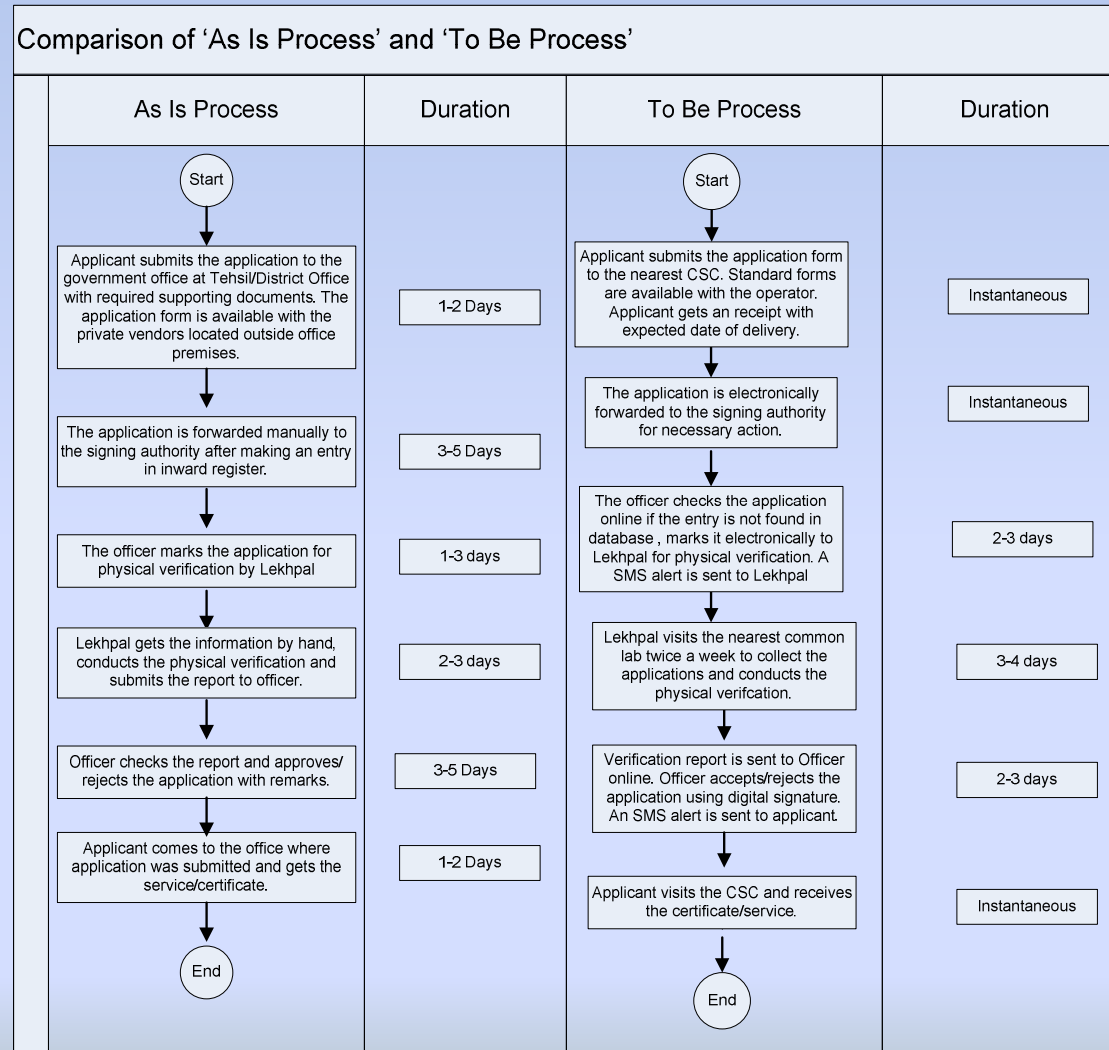
Impact Assessment by IIM Ahmedabad

- Carried out in Sultanpur and Ghaziabad of UP in Dec '09
- Interviews with stakeholders at District, Tehsil and Village level
- Transaction volumes have gone up after computerization
- Computerized e District system preferred by citizens
- Electronic systems must totally phase out manual systems
- Rollout of CSCs is critical to enable citizens to access e services

Categorization of States

Class A >40 districts (4 per State)	Class B >20 districts (3 per State)	Class C 5-20 districts (2 per State)	Class D <5 districts (1 per State)
MP	Maharashtra	Arunachal Pradesh	Andaman
UP	Bihar	Chattisgarh	Chandigarh
	Rajasthan	West Bengal	D & Haveli
	Assam	Punjab	Daman & Diu
	Orissa	Uttarakhand	Tripura
	Andhra Pradesh	Himachal	Goa
	Gujarat	Kerala	Lakshwadweep
	Jharkhand	Nagaland	Puducherry
	Karnataka	Delhi	Sikkim
	Tamil Nadu	Mizoram	
	J&K	Meghalaya	
	Haryana	Manipur	

Service delivery



- **Can take 2-4 weeks in normal situations**
- **Less accountability**
- **Inadequate mechanism to**

- **Can take 1-2 weeks in normal situations**
- **Accountability through**
- **Automated SLA tracking to**

Mandatory Services for Pilots

1	Certificates	Birth, Death, Income, Caste, Domicile, etc.
2	Pensions Application	Widow, Old Age, etc.
3	Revenue Court	Cause list, Case adjournment, Stay orders, Final orders, etc
4	Government Dues & Recovery	Issue of notices, record payments
5	Ration Cards	Addition, deletion, modification
6	Grievance Redressal	Application, tracking, monitoring, redressal, appeals, etc

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Mandatory Services for National Rollout

Certificates

- Birth / Death,
- Income and Domicile
- Caste, Marriage and Employment

Social welfare Schemes

- Pension for Widow, Old Age and Handicap
- Scholarships

Revenue Courts

- Cause List, Case Adjournment,
- Stay Orders Final orders

Ration Cards

- Issue and Addition of Ration cards
- Deletion and Modification of Ration Cards

RTI

- Application tracking , Monitoring
- Redressal appeals