e-Governance Roadmap

Department of Science & Technology, Govt. of Madhya Pradesh
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Introduction to Department

Vision of the Department
Inclusive e-Development of Madhya Pradesh through promotion & implementation of IT and e-Governance by working as an engine to bridge the digital-divide and build "Seamless Society with Global Opportunities"

Mission of the Department
Optimal utilization of unmatched opportunities, Unexplored avenues and untapped possibilities in the MP-IT sector through multi-pronged strategy of e-infrastructure creation to facilitate and promote e-governance, promotion of Information Technology- Information Technology Enabled Services Industry, providing support for creation of Innovation / Research & Development (R&D), Capacity building and talent pool creation in the state.

Objectives of the Department
- To promote use of IT/ITES in various Departments, Corporations, Companies, Societies, Boards etc. of Government of Madhya Pradesh by providing Consultancy, Software development, Networking, Hardware / Software procurement, Testing, Training and System Integration Services.
- To attract IT investment in the State by establishing Hardware & Software Technology Parks, Special Economic Zones, and related infrastructure development.
- To implement Common infrastructure for e-Governance in the State like State Wide Area Network (SWAN), Common Service Centres (CSC), State Portal etc. To help other Govt. Departments in implementation of e-Governance projects.
- To promote and develop Electronics and Information Technology (including information technology enabled services) industries in the state of Madhya Pradesh.
- To establish companies, associations for starting and taking over or conducting Electronics/IT industrial enterprises of any description, take over the management of Electronic Industrial units with a view to improving their work, to operate as agency of State Government in schemes designed to develop Electronics/IT Industry in Madhya Pradesh or elsewhere.
- To act generally as an industrial, management, financial and technical consultants and in particular to advise prospective entrepreneurs, concerns and corporate bodies assistance and service to them for the development of Electronics/IT industries.
- To provide IT inputs to government departments/agencies and to assist them in computerization and networking.
- To facilitate Human Resource Development in the field of IT in the Government.
- To undertake any other function(s) as may be assigned by the State Government.

Departmental Structure
Department consists of MAP_IT, MPSEDC, NIC and M.P. Online
Introduction to MPSEDC

M.P. State Electronics Development Corporation Ltd. is the agency of the state working towards promotion & implementation of IT and e-Governance. It is the single-point of access to any IT business opportunity in Madhya Pradesh and encourages various players in the field of IT to come forward and invest in the state of Madhya Pradesh.

MPSEDC is committed to generate IT business for the public/private sector with a mandate from the Government to develop IT in the state. This includes opportunities for software development, supply of hardware & peripherals, networking and connectivity, web applications, e-commerce, IT training and an entire gamut of direct and indirect IT businesses.

Key Activities – MPSEDC

I. IT infrastructure
   • SDC
   • SWAN
   • SRDH
   • CSC
   • E Procurement

II. Investment Promotion and facilitation
   • Policy- IT, BPO, EMC
   • IT parks
   • EMCs

III. IT related procurement and Services

IV. Aadhaar Registration Services

Introduction to MAP_IT

MAP_IT is a government society which has been established to propel the growth of Information Technology (IT) in Madhya Pradesh and implement the State IT Policy. Accordingly, the Society has the following objectives.
• To provide IT inputs to government departments/agencies and to assist them in computerisation and networking.
• To co-ordinate with investors and industry, trade organizations and financial institutions in public and private sector so as to promote growth in the IT sector;
• To facilitate Human Resource Development in the field of IT in the Government;
• To facilitate use of Hindi language in IT related projects;
• To undertake any other functions(s) as may be assigned by the State Government.
• To provide the Consultancy Services to the Government departments/agencies and to charge for the service, if necessitates.
• To encourage Information Technology related activities and innovations in the state.
• To undertake all works related to the promotion of Information Education & Communication and Usage of Information Technology (IT), Information Technology enabled Services (ITeS), Information and Communication Technology (ICT) and Electronics in the State.

Key Activities – MAP_IT

I. Institutional Framework and Capacity Building
   • State e Mission Team
   • Project e Mission Teams
   • Centre of Excellence
   • District e-Gov Support Team (DeGS)
   • Virtual IT Cadre
   • E-Daksh
   • e-Gov project Trainings
   • Project Management Framework in the state
   • EICT Academy

II. Policies and Framework
   • Electronic Service Delivery Rules
   • E Mail Policy
   • MPSSDI Policy
   • Standardization of geographical Data Set of state
   • State Open Data Policy
   • Standards and Guidelines

III. Consulting and Tech Support
   • Strategic Consulting (Road Maps and Approach)
   • Project Consulting
   • Technical hand holding and inputs
   • Coordination for use of common Infrastructure
   • E office
Introduction to NIC

Madhya Pradesh State Centre (MPSC), of NIC, Madhya Pradesh – “The Cyber Gateway of the State” was setup at Bhopal, in the year 1988, to play a catalytic role in promoting informatics culture and providing ICT services to government departments/organization, besides architecting & implementing various e-Governance initiatives with the best possible technology support for achieving targeted goal of delivering efficient citizen services to the common public in the state. To succeed in this endeavor, NIC implemented State-wide network of District Centers and sub-offices. Currently, NIC District Centers are operational at all the 50 Districts. NIC has also created special centers at various important locations, i.e., State Secretariat (Mantralaya), State Legislative Assembly (Vidhan Sabha), High Court & it’s two Benches, Commissioner Land Records and Passport Office.

Introduction to MPOnline

MPOnline Limited took the opportunity of conceptualizing the e-Governance initiative of Government of Madhya Pradesh, by designing a unique portal to serve various Government Departments and to make their services reach at the doorstep of the common man. MPOnline Ltd, is a Joint venture company between the Government of Madhya Pradesh and TATA Consultancy Services Limited (TCS) which frequently develops and operates the official portal for the Government of Madhya Pradesh. Set up in the year July 2006, till date have reached almost all the corners of Madhya Pradesh providing wide range of services.

MPOnline has presence in all 51 districts, over 350+ tehsils of Madhya Pradesh delivering its services through 10000+ KIOSK. MPOnline provides plethora of services for various government departments related to admission into various educational boards, online assessment for recruitment, counseling for admission into various colleges, bill payments, reservation for forest excursion booking, donation for religious services and admission process into various universities.
Madhya Pradesh e-Governance Strategy

Madhya Pradesh has been one of the top-states in adopting e-Governance initiatives. The basic strategy of Madhya Pradesh Government is to “transform governance: e-governance for e-society – guaranteeing quality services for all, and improving access to those services.

Modern technology can be used to transform the relationship between citizens and administration as it offers ways to:

- Design services around citizen needs;
- Make services more accessible;
- Provide better information, at all places;
- Increase efficiency in service transactions; and
- Increase people’s participation in governance.

All this will lead to utmost citizen satisfaction, which is the primary purpose of the e-governance initiative of the state, as well as the aim of Digital India.
e-Governance for e-Government

The role of e-Governance is quintessential in the journey of Government to shift from traditional governance to S.M.A.R.T. governance viz:

- **S**: Simple: Simplification of rules and procedures of Government making it user friendly
- **M**: Moral: Infusing ethics and morals into officers again since anti-corruption and vigilance agencies improving
- **A**: Accountable: ICT helps set standards of performance and efficiently measures it
- **R**: Responsive: Efficient service delivery and Government that is in tune with the people
- **T**: Transparent: Information confined to secrecy is out in the public domain bringing equity and rule of law in public agencies

As we move along the journey from traditional governance to SMART governance, there are many challenges faced by the stakeholders involved at various levels. Broadly, these can be categorized into Procedural Challenges (or Processes), Infrastructure Challenges (or Preparedness) and Capacity building (or People).

**Key Challenges to e-Governance**
Evolution of e-Governance

As we move from use of e-Governance as enabler to transformer, there are primarily 4 stages depending on the degree of change to business it brings around. These stages are:

![Figure 1: e-Governance evolution model](image)

i) **Information**: e-Governance empowers Government to effectively disseminate information to masses using various media such as websites, social media, SMS and other informative channels. This stage is the first step which is helpful in creating awareness amongst the citizens and giving them required information through an effective channel. For services, this information can be status updates, etc. In M.P. many Departments have attained this stage.

ii) **Interaction**: Once the Government start providing information to the citizens, the government starts to shift towards the two-way interaction with the citizens. This gives rise to participative governance where the resolution to the citizen’s problems are raised by them and the policymakers are able to address them in an effective manner. This forms the basis for participative governance.

iii) **Transaction**: The next stage in the evolution of e-Governance is transaction. Here role of e-Governance changes from mere enabler to transformer. At this stage of maturity, various line departments of the Government interact and collaborate with each other using e-Governance, thereby enabling to reduce the turn-around-time for service delivery. Also, since the services/information is shared between the departments, there is lot of cost saving in
terms of manpower efforts as the duplicated efforts are removed both for Govt. officials and the service-seeker, i.e. citizens. During this phase, enterprise-wide architecture is implemented with the concepts of one government.

iv) **Transformation:** The ultimate stage in e-Governance is Transformation. Once the enterprise-wide architecture is implemented, the Government can virtually be seen as single service provider to the citizens. The citizens are no more concerned about the internal functioning or organization structure of the Government. They are able to access even the most complex services from anywhere, regardless of whether the service is provided by only 1 Department or multiple Departments combined.

Currently, the department has been providing infrastructure as a service, consulting as a service, and implementation as a service for various e-Governance initiatives across several departments of Govt. of Madhya Pradesh and intends to move from Information-based model to transformation based model in next couple of years.
Roadmap of Department – Year 2020

Following the Digital India Vision and the roadmap of e-Kranti framework, the Department of Science & Technology, Government of Madhya Pradesh is marching towards ‘Digital Madhya Pradesh’. Keeping this in mind the major roadmaps of the departments till 2020 are as below:-

Policy Implementation

1. To provide email IDs to all the officers of Government of Madhya Pradesh as per the email Policy of Madhya Pradesh
2. MPSSDI (M.P. State Spatial Data Infrastructure) Policy – To set up the SSDI lab to cater to the needs of the departments to enable a strong Decision Support System through effective use of GIS. The Department endeavors to bring all major and relevant Department(s) onboard on MPSSDI Platform.
3. Implement the objectives of IT Investment Policy to promote the IT investment in the state.
4. Encourage setting up BPOs including Rural BPOs as per the BPO Policy of Madhya Pradesh
5. To march ahead as per the Net Zero imports one of the important pillar of Digital India through setting up of Electronic Manufacturing Clusters as per ESDM Policy.
6. Encourage Department(s) to implement Electronic Service Delivery Rules for providing electronic service delivery to citizens.
7. Ensure the Standardization of geographical Data Set of state for effective usage by the Department(s).
8. Promotion of bilingual application software and usage of Hindi in I.T. through Unicode.
9. To promote State Open Data Policy and encourage Departments to share more and more datasets on online platform including www.data.gov.in.
10. To publish and promote Standards and Guidelines from time to time.
11. To make the websites of Government compliant to GIGW (Government of India Guidelines for Websites).
12. To bring more and more e-transactions under the ambit of e-Taal.

Infrastructure Backbone

1. To move all the departments to common infrastructure of State Data Centre.
2. Offer the service of SDC on Cloud
3. Strengthen the SWAN as the major backbone of network of the state Departments up to Panchayat levels.
4. Cleansing the citizen’s data and creation of golden records (comprehensive standardized data of citizen) under State Resident Data Hub (SRDH) project.
5. Creation of more service delivery points and addition of services by MPOnline for providing ease-of-access to the citizens.
6. Enhancement of online services under CSCs (Common Service Centers) and opening of new CSCs up to Panchayat levels.
7. On-boarding of more Departments on e-Procurement and enhancement of functionalities.
8. To utilize eDaksh centers for enabling continuous training of Government employees.
9. To gradually migrate the networks in the state from IPv4 to IPv6.
e-Governance Initiatives

1. To promote paperless government by encouraging departments to implement e-Office.
2. To onboard departments on digital locker and encourage citizens to maintain online repository of important documents by opening Digital Lockers.
3. To encourage authentication of government documents through e-sign.
4. To conduct certification examination of CPCT for around 1 lakhs candidates.
5. Implementation of Project Management Framework across all departments and Districts.
6. To create online repository of all the Acts, rules etc. under MPCode Project.
7. To strengthen the departments’ IT capacities by placing Project e-Mission Team resources to all the departments.
8. To provide software development and implementation support to various departments through Center of Excellence (CoE).
9. To provide the security testing and vulnerability assessment as CERT-IN empaneled agency.
10. To provide support to various Govt. Departments for their IT Roadmaps, Automation of their process.
11. Study of various national and international best practices in e-Governance for replication of such initiatives in state.
12. To provide a feedback mechanism system for citizen service delivery by integrating the online services being given by the departments with Rapid Assessment System (RAS).
13. To provide monitoring mechanisms for various schemes and projects in the departments through Project Management Information System (PMIS).
14. To assess the maturity levels of the projects of the departments by utilizing the framework given under e-Governance Maturity Model.
15. To bring more and more services on mobile platform under MP Mobile and Unified Mobile Application for New-age Governance (UMANG).

Capacity Building

1. To train all the Government employees under e-Daksh project and make them Digitally literate.
2. To train and create a team of experts across the departments for managing e-Governance Projects through creation of Virtual IT Cadre in the state.
3. To recognize the best initiatives in the state in the area of IT & e-Governance by conducting e-Gov Awards.
4. Spread awareness about various e-Gov initiatives through IT newsletters, circulars, e-Governance advisory etc.
5. To conduct various workshops, seminars including University level workshops for promoting Digital India campaign.
6. To train e-governance project owners including govt. employees on various project management, Govt. Process Re-engineering (GPR) and other e-Governance trainings.
7. To create awareness of Digital India program at village level by promoting the Digital India Outreach program.
8. To create awareness of I.T. and internet to the women in Madhya Pradesh through e-Shakti campaign.
9. To empower citizens by making them digitally literate under National Digital Literacy Mission (NDLM).