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What Next?

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P W Epasinghe | Promod Bhasin | R Chandrashekhar | R S Sharma | Rita Sharma | S Sadagopan
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e-Governance Scenario in 2010 and Years Ahead

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2010: Wishing Online Citizen Services to Zoom like Government IT Spend!

With this issue, egov magazine is completing 5 years of its inception. This is a unique feat. With this, we have become perhaps the first magazine in entire Asia, Middle East and Africa to have completed 5 years of uninterrupted print magazine publication on e-Governance. We would like to thank all the people who have supported us: our authors, advertisers, government, private sector, academia, civil society, and last but not the least, our readers, who have provided us their unstinted encouragement and support.

The year 2009 was unique for everyone. The world got hit by a major economic recession. The downturn came as a mixed blessing for the e-Governance sector in India. The government pushed up the spending on IT at all levels. Some of it happened due to the downturn and some of it happened due to the genuine awareness in the government to improve service delivery to the citizens. Major projects like the e-Passport, National Rural Employment Guarantee Scheme (NREGA), Accelerated Power Development & Reforms Programme (APDRP), ICT Mission for Education, Public Distribution System, Jawaharlal Nehru National Urban Renewal Mission (JNNURM) etc. all got major push last year. Along with these projects initiated by the central government, several states increased their efforts to deploy IT in government. Even laggard states like Bihar, Chhattisgarh and Jharkhand showed some traction in IT usage in government.

Thanks to the economic recession, major IT companies of India, who were reluctant to enter the Indian government market due to various reasons, made big splash entry in their home country. Infosys, Wipro, TCS, Patni, MindTree, Mastek etc. who have done extensive work with governments abroad are now seriously pitching for Indian government projects. The most important initiative in the year 2009 was undoubtedly the Unique Identification (UID) project. The government sent a major signal about its seriousness to the issue by having Nandan Nilekani, founder and CEO of Infosys to lead this project in the capacity of a Cabinet Minister. The UID project, which is perhaps one of the biggest project of this nature ever attempted anywhere in the world, has the potential to transform a major painpoint of the citizens of the country, where they are asked to prove their identity again and again by several agencies. This project can also become the base data for citizen services across India on which all e-Governance services could be built on.

To sum up, the e-Governance scenario in India definitely looked up in 2009. In 2010 it is supposed to attain greater heights. But, there is a long, long journey ahead for citizens to start seeing the impact of these initiatives in a big way.

Dr. RAVI GUPTA
Editor-in-Chief
Ravi.Gupta@egovonline.net

egov
G-4 Sector 39
NOIDA 201301
India
Phone: +91 120 2502181-85
Fax: +91 120 2500060
Email: info@egovonline.net

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Editor: Ravi Gupta

An Ambitious Road Map for the State

www.sikkim.gov.in

N K PRADHAN

MINISTER, IT, GOVERNMENT OF SIKKIM

In spite of the rapid strides that we are making in Information Technology, there are many issues and challenges that continue to undermine the initiatives being taken.

Please tell us about your State's IT vision and plan

The Government of Sikkim has placed Information Technology (IT) high on its agenda and it was with this in mind that a separate department was created in 2000. We have set for ourselves the following objectives:

- To empower citizens and make life easier for them through e-Governance
- To facilitate income and employment generation in the private sector
- To improve governance through the use of information tools in administration.
- To reduce the digital divide
- To make Sikkim a totally computer literate state
- To facilitate the disabled by using Information Technology
- To map the resources of the state using Information Technology tools

What have been some of the major e-Governance (G2C, G2B, G2G) initiatives of your state?

To meet the above objectives the Department of Information Technology (DIT) has taken many initiatives, especially in the e-Governance field. Land records, electoral rolls, registration etc. are all computerised.

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Citizen centric websites have been created by the DIT. 45 Common Service Centers (CSCs) have been established in the state with an aim to provide citizen centric services to the public at their door-steps. State Wide Area Network (SWAN) has been set up to provide Internet connectivity at the block levels. Detailed project report (DPR) preparation for line department computerisation under National e-Governance Plan (NeGP) is being undertaken. State Data Centre (SDC) is in the process of being established to host all departmental applications and databases. The treasury has been computerised.

Geographical Information System (GIS) for mapping of the resources and integrated land management and administrative planning is underway. IT tools and software have been developed for the disabled at Namchi Blind School, Special School for the Hearing Impaired and Spastic Society School at Gangtok.

DIT regularly conducts a wide spectrum of computer training programmes. We have even organised workshops on e-Governance for the state legislators.

What are the expected IT investments in the next three years? What is your USP to project your State as an investment destination for IT?

Sikkim is at the threshold of establishing an IT Park for which the process of acquiring land has begun. This IT park will house centres of excellence in which specialised training in animation, networking etc will be provided. There will also be space for setting up of Business Process Outsourcing (BPO) and a state of art conference and exhibition facility in which national and international events can be organised.

Sikkim has a high literacy rate of 82% and English is widely spoken here. The state is not mired with labour and social problems, very common in other states. Power situation and Internet connectivity is good and the climate is salubrious. All these are our USPs and the right ingredients for setting up of call centres and BPO industry in the State.

What is your plan to bridge the digital divide in your state? What are some of the challenges in achieving this and how would they be overcome?

In spite of the rapid strides that we are making in Information Technology, there are many issues and challenges that continue to undermine the initiatives being taken. But we are hopeful of overcoming these in the foreseeable future. Computers are considered as a panacea to all administrative ills and no government process re-engineering is being done. In many areas, computers are being used as word processors and not for management information system (MIS). There is much more work to be done on back-end computerisation so that on line services can be offered. Computerisation has no meaning if it does not touch the lives of the citizens.

Unless a concerted effort is made to develop back-end computerisation, the State Wide Area Network will become a highway without cars. The 45 Common Service Centers established in the state are under utilised. We are exploring more avenues to make the CSCs viable like asking to departments to send their employees to CSCs for undergoing training, data entry work, disseminating of IEC material. IT initiatives in departments are champion driven and not institutionalised or documented. Computerisation is in islands; databases exist in silos and do not talk to each other.

What kind of support do you expect from the Centre for these activities?

All the IT initiatives happening in the state like SWAN, SDC, computerisation of Treasuries etc are due to the financial support from the Ministry of IT, Government of India. We look forward to continued support from the centre for funding the various Mission Mode Projects for which the DPR has been already sent.

Where do you see your State in 10 years from now?

We have formulated an ambitious road map for ourselves. Sikkim will become a completely knowledge based society and a favoured IT destination. Every citizen will be computer literate. Each citizen will have a smart card in which all details regarding the individual will be available right from Birth to Death. The entire gamut will be covered in the smart card and will include educational details, income, and so on. A mechanism of updating the smart card will be in place in all the departments.

Like electricity, bandwidth will be ubiquitous. All households will be connected on the Internet through CORDECT, WiFi and normal telephone line. Sikkim will therefore, be a totally wired State.

Distance Education will be provided through satellite/CORDECT/Optical fiber/ WiFi to each and every household. There will be a cashless society. Transactions will be made through a system of credit cards and online banking. Each government official will be equipped with a computer with 24x7 Internet connectivity.

A total paperless environment would prevail in the administration. CSCs should evolve into integrated citizen centric centers in which citizens can pay their utility bills, register births and deaths and even obtain trade and driving licenses.

All on-line transactions would be secured by a fool-proof mechanism of digital signature and biometrics, like fingerprint and iris recognition.

All departments will have powerful servers for back office computerisation. A working MIS will be in place. Telemedicine facility will be available till the Public Health Sub-Centre(PHC)

Procedures in the Government would be re-engineered to make them amenable to computerisation and e-Governance. IT enabled service institutes would be established in a big way.

All natural (viz forest, rivers etc) and manmade (viz. roads, PHC, power transmission lines, sewerage pipes etc) resources are being mapped through GIS. The topography of the entire state will be mapped using 3D terrain software. Using satellite imagery, all disaster prone areas (viz landslide, glacial outburst) will be identified and monitored. All vehicles will have Global Positioning systems (GPS) so that their location will be available online on real time basis.

All old heritage records in monasteries, libraries, state archives will be digitised. Also gazettes and notifications will also be digitised. A mechanism for archiving all current documents will be in place. The rich biodiversity of Sikkim, which includes its flora and fauna, would be inventoried through bioinformatics. Also, stringent laws will be in place to prevent cyber crimes and software piracy. \\

Pratap Vikram Singh
pratap@egovonline.net

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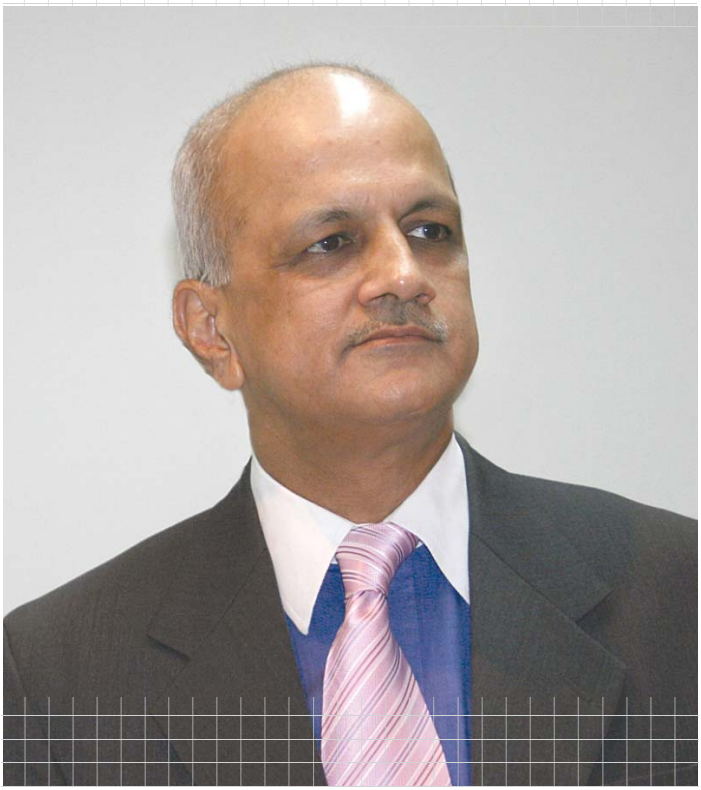

R CHANDRASHEKHAR

SECRETARY, DEPARTMENT OF INFORMATION TECHNOLOGY, MINISTRY OF COMMUNICATION AND INFORMATION TECHNOLOGY, GOVERNMENT OF INDIA

"To identify and harmonise the services across all sectors, structuring them in single mission mode projects (MMPs) and getting the states on board and have consultation and discussion with them, the time and the complexity involved in project of this magnitude are some factors we had underestimated."

How has been the overall development in Mission Mode Projects (MMPs), under the National e-Governance Plan (NeGP)?

There has been considerable movement in terms of getting the approval for the individual Mission Mode Projects (MMPs) at the state level. In fact today, there are only about five state MMPs, which still need to be approved, and which are also at fairly advanced stages of approval. While this has taken more time, as anticipated, the fact of the matter is that lot of time is really taken for department to really appreciate the context of MMP and then configure it to needs of their sector and to mesh it with their objectives.

For example, in case of the agriculture MMP, there are many complexities and it covers several departments like agriculture, fertilizer, agriculture research and the cooperative sector. To really identify and harmonise the services across all sectors, structuring them in single MMP and getting the states on board and have consultation and discussion with them, the time and the complexity involved in project of this magnitude is something we had underestimated.

NeGP does not include health and education sector. What is the reason?

NeGP in terms of MMPs did not include health and education for some specific reasons. In the case of health and education, the actual services being delivered are huge and substantial and where IT is just an enabler. In case of other MMPs, the information and transaction itself are the service. Like for example, filing of an income tax return or the issuance of funds, other than the exchange of information and the pay in and pay out money, there is no other physicality to the transaction, whereas in the case of health and education, there is a physical aspect to it. Therefore, it was felt that in those sectors, it is actually the execution of the programme involving a greater use of ICT rather than the e-Governance project being an MMP. The mission there is education and using ICT is a part of the goal.

In the education department, there are two different projects, one is the National Mission on Education through ICT for the higher education sector, which has been approved by the Cabinet at a cost of INR10, 000 crores, and there is another project on IT in Schools to cover the school sector, which is of similar magnitude, and which is at a fairly advanced stage of approval. As far as health is concerned, the National Rural Health Mission (NRHM) already exists. There have been several discussions on how ICT can be leveraged for the health sector. Secondly, the decision, even while the NeGP was approved by the cabinet in 2006, was that the major flagship programmes of the government should be implemented on an e-Governance platform. If you take example of NREGA, or Sarva Siksha Abhiyan (SSA) and NRHM or Prime Minister Gram Sarak Yojana (PMGSY), in all these projects, the idea is that they should be implemented on an e-Governance platform and e-Governance should be seen as an integral part of the whole.

Similarly, in the recent announcement by the President of India through her speech in the Parliament, that CSCs will be repositioned as Bharat Nirman CSCs and will be taken to Panchayats .and all the Bharat Nirman type of services will not only be monitored through this but wherever possible they will be used as points of delivery. So, clearly these major development oriented programmes would be using ICT.

Are there any linkages emerging between UID and NeGP?

As you know, the Unique ID/ Multipurpose National Identity Cards (MNIC) programme, itself was recognised as one of the MMP. That's how it originated. It will be basis of the identification for all government schemes. Therefore integration with all the social sector schemes, the developmental schemes and as well another MMPs we have talked about with UID are very much part of the design and architecture of various schemes.

We are also working closely with the Registrar General of India (RGI) and the UID authority for the purpose of viewing the logistics of collecting information. There is a lot of data, which has to be collected for the National Population Register, which has to be later digitised. Digitisation is an exercise itself. Also, when alphanumeric data is available the collection of biometric data is another monumental exercise, in fact, probably of unprecedented exercise in terms of scale and scope anywhere in the world. In the

"The demand for services is coming now. In a democratic country, things work because there is pressure from people. So this is the fast track method through which we feel that some of the states would achieve this level by end of end of 2010 by at least minimum number of services. In fact it can be achieved, for a substantial number of services, if a state so chooses."

R Chandrashekhar, Secretary, Department of Information Technology, Ministry of Communication and Information Technology, Government of India, in conversation with Dr. Ravi Gupta, Editor-in-Chief, egov Magazine.

given cases, the possibility of CSCs being used is very strong and the details are now being worked out. Primarily, when you try to do something involving a billion people, it makes sense for the system to go to people rather than to expect the billion people coming to the system. So the consequences are as decentralised as possible and for an exercise of this nature, even a 'tehsil' or a block is too centralised.

Mobile penetration in India is increasing, consistently. How is DIT looking at using it for rural and urban service delivery mechanism?

I would answer this question in two parts. Firstly, the increasing proliferation of mobile phones becomes very relevant for citizens accessing different kinds of services. So weather a person wants information about the status of the application, then the possibility of making these services available on mobile is clearly a very attractive one. Already many states have started this process of experimentation of building a mobile base of service delivery.

Of course, not all the services can be delivered through mobile. There is a subset of e-Governance services that can be offered through mobile.

But if an individual wants unassisted access himself, then mobile becomes a possibility and since mobile is based on audio, other than the written, it becomes possible for a illiterate person to use it to certain extent.

How's concept of a citizen call centre is being looked at?

I would say that it is early days as far as the advent of call centre is concerned, through some states have started experimenting. Off course, since most of citizen services are provided at the state level, a lot of this experimentation is concerned at state level. We have been following this quite closely, though we have not come out with a scheme as such but once the data centres and the service delivery gateway, and building up of service delivery rams up to a certain extent then certainly we would have to think of a call centre and supporting them in various states.

There has to be at least starter set of information and services, before starting call centre. That is a necessity. A call centre by definition is manned by people who do not belong to a particular domain, but are able to respond to the queries based on the high level of digitised information available at their finger tips.

How do you see the role of small and medium enterprises (SMEs) in e-Governance projects?

As far as SMEs are concerned, if you look at e-Governance, many e-Governance project tend to be quite large. Also, it requires a lot of expertise and manpower and require considerable amount of expertise, especially in running real time operations. All these are typically not within the competence of an SMEs.

Secondly, today in government, we have just started moving from purely government executed project where every part of the project is drawn, developed and executed by a government agency- like

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the NIC, State PSUs or any public sector organisation- to one where projects are thrown open for bid - linked with service level agreements (SLAs). Now at this stage, the capability to handle outsourcing within the government is very limited. Therefore the preference is for a turnkey outsourcing where there is a single point responsibility, and therefore the project tend to be outsourced in a fully bundled manner. But as the competency for handling the complexities related with the outsourcing builds up in government,then multi sourcing becomes a possibility.

Digitisation of government records is happening to even block levels. How do you see the role of CSC and SMEs in it?

This is an area where we are seeing beginning of a new phenomenon. The rural BPOs have just started, Software Technology Parks of India (STPI) is working on that. CSCs are being recognised as a potential element around which the rural BPOs can be built, on the lines of 'hub-and-spoke' model, where a number a number of CSCs along a hub constitute a rural BPO. This is certainly emerging. However, there are issues like a lot of BPO require a minimum level of uniform operations. These are sometimes the initial challenges, which have to be crossed.

If you look globally today, there is so much pressure on the margin today, that tier one locations have become very uncompetitive. Out of necessity, these activities have to be moved out of tier one cities, to tier two and tier three cities.

As the connectivity and IT infrastructure is improving , the cost and efficiency advantages of moving to rural areas is becoming very visible, for the domestic BPO sector.

The cost advantages are as high as almost 50 %, and the even the efficiency levels are higher, comparatively. The experimentation have started and since it provides good opportunity for income generation for the CSC, and for small operators, once they are able to get business from the market and they are able to demonstrate their delivering capability, then this will keep building up.

When did we expect the availability of services in these hundred thousand CSCs?

The question has always been what will come first: chicken or egg. In NeGP, the approach has been to provide the minimum basic infrastructure to roll out services on the service delivery platform and simultaneously work for enabling services for which the MMPs are all about. Under this plan, it was assumed that there would be a little bit of phase lag between the availability of infrastructure and building up of services. That is why in CSC programme, there is viability gap funding contemplated, primarily because the build of services will take time, two to three years.

Things don't happen exactly as they are planned. In case of CSC, lot of bidders made their bid very aggressively, even in negative, based on certain assumptions on revenue streams from the government services, which were actually premature.

Things don't happen exactly as they are planned. In case of CSC, lot of bidders made their bid very aggressively, even in negative, based on certain assumptions on revenue streams from the government services, which were actually premature. And now since the bid process has been finalised, we cannot provide any further financial assistance.

We are working on two tracks. One is the fast track strategy for speeding up government services. So while the MMPs are necessary for the entire back end to be made electronic, we are working on fast track model to make front end available in such a way that people can file application, get it registered electronically and get an acknowledgement electronically. That service request is traceable anywhere from a state just like a railway ticket with a PNR number.

But thereafter, till such time an MMP is implemented, it is then handled, manually, by that department. At least this limited functionality serves two or three important functionality. Firstly, it reduces the burden of people in the village to run to run to block and district offices, since it doesn't require paper submission and handling.

This set of problem would certainly get addressed. However, if you did not automate your back-end systems, there is fear of again the application being converted into paper and not be acted upon. But this will put pressure on the system, at least as CSCs have put pressure on the system to deliver the services.

The demand for services is coming now. In a democratic country, things work because there is pressure from people. So this is the fast track method through which we feel that some of the states would achieve this level by end of end of 2010 by at least minimum number of services. In fact it can be achieved, for a substantial number of services, if a state so chooses.

Where does the ownership of e-Governance project lie?

The Cabinet decision states clearly that the ownership of the e-Governance project lies with who ever is in the domain. Like for example if it is a project of income tax then the ownership would be with department of revenue. Similarly if it is a state service, then the ownership would lie with state government and the particular department within the state government.

Why does northern India lacks in adoption of e-Government model, as compared to the southern part of the country?

Since southern states are house to most of the IT companies in the country, the awareness and popularity is greater in those sates. However, even in some northern states, where e-Governance projects have been rolled out, like in Himachal Pradesh, Bihar, Uttar Pradesh, Assam and West Bengal, it has got wide popularity and acceptance. In an ICT project in government, the most important point to be taken into consideration is that these projects are not pure IT projects. It must be backed by a clear vision of what intended to be achieved, in post implementation period.

Also, if the project has migrated the department one hundred percent into e-Governance mode like in case of Railway or MCA21, there arises no question of going back to the manual mode. The level of acceptance and popularity are so high, that's it almost impossible for the administration to withdraw to the earlier manual mode. \\

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H.E. Mahinda Rajapaksa, President of Democratic Socialist Republic of Sri Lanka delivering his Keynote Address at the opening ceremony of eASIA 2009in Colombo.

GRAND INAUGURAL

e-Asia 2009, Asia's Premier ICT Event, was held between December 2 till December 4 2009, at Bandaranaike Memorial International Conference Hall, in Colombo, Sri Lanka . The three-day conference was organised by joint efforts of Centre for Science Development and Media Studies, Presidential Secretariat of Government of Sri Lanka, and ICT Agency of Sri Lanka (ICTA).

The first day of the conference saw the grand inaugural ceremony consisting of the launch by the Sri Lankan President Mahinda Rajapaksa. The ceremony was followed by the plenary sessions consisting of eminent experts, commenting on the importance and advancements of Information and Communication Technology (ICT) in fields of governance, learning, health and telecentres, in addition to the emerging technologies.

Delivering the keynote address at e-ASIA while inauguration, the President of Sri Lanka, Mahinda Rajapaksa said that ICT is the future driving force of economies. It is the tool and the enabler that will push the boundaries of socio-economic development in countries such as Sri Lanka. It is with this aim that Sri Lanka has given priority to ICT, and mainstreamed ICT in all its development activities. It is in this regard, that Sri Lanka firmly pushes ahead with the pioneering initiatives such as e-Sri Lanka.

He underlined that these efforts have resulted in numerous achievements and successes in the field of ICT in Sri Lanka, given the fact that country's percentage ranking in the Network Readiness Index has moved up from 72 to 53 in a span of three years. Voicing his concern over the impact of Internet on young population of the country, he cautioned, "Our children must be protected from the dangers in the cyber space at any cost. Our

Prof P W Epasinghe, Chairman ICTA, Advisor to the President of Sri Lanka and Member National Administrative Reforms Council (NARC)

culture also should not be harmed due to any advances in ICT. I am therefore, appealing to all the Asian leaders to take precautions in this regard."

Dr MP Narayanan, President, CSDMS thanked the Honourable President, for gracing the occasion with his presence and the eminent dignitaries for their gracious participation; while expressing hope that the three day conference would prove to be enriching and enlightening experience for all participants. He said, "A conference of this nature gives us further opportunities to share our experiences and harmonise our efforts for the future. Such interactions will positively contribute to the progress of the entire Asian region. There has never been this much commitment and focus for ICT led development."

e-Asia 2009 had five tracks, which includes: e-Governance, Digital Learning, e-Health, Telecentre Forum and Emerging Technologies. The three-day conference-cum-exhibition was attended by nearly 1,000 delegates from 30 countries, including a 300-strong group of IT professionals from the host country, Sri Lanka. In addition to the Asian countries, delegates from the US, UK, Japan, South Korea and Sweden were also present in this Asian ICT event.

EGOV ASIA CONFERENCE REPORT

SESSION: POLICY FRAMEWORK FOR e-GOVERNANCE

Chair: Prof P W Epasinghe, Chairman ICTA, Advisor to the President of Sri Lanka and Member National Administrative Reforms Council (NARC)

Speaking in the session, Dr Hatem Elkadi, Ministry Advisor for Strategic Projects, Ministry of State for Administrative Development, Egypt, notified about Egypt's vision on e-Governance, government modernisation and institutional development programmes. Articulating the vision of the Government of Egypt on e-Governance, Dr. Hatem Elkadi said that his country envision to deliver "efficient, effective, agile, public service capable of adjusting to change, managing resources wisely, providing distinguished services to citizens and continuously interacting with them."

Speaking on the first phase of Egypt, e-Government strategy adopted between July 1, 2001 and June 30, 2007, Elkadi said the phase saw setting up and approval of the e-Government strategic plan, with the implementation and assessment of pilot projects and geographical and sectoral deployment of some projects. The targets set for the second phase starting from July 1, 2007 lasting till June 30, 2012 are expansion of these piloted projects on national level, besides insuring ownership and aligning business with IT in Government.

Comparing the situations prior to ICT deployment typical of pre-2004 period to the post 2004, Elkadi said earlier the undocumented processes opened the doors for corruption. The employees were untrained and agencies took long time in delivering citizen services. Resultantly, municipalities were unable to track citizens' requests and enjoyed monopoly in terms of making available citizen services.

Post 2004, the government processes were re-engineered and documented. The staff were trained and the citizens were provided with one-stop-shop service delivery outlets.

Now, requests are tracked through an automated workflow system and the services are available through government portals.

Commenting on the current state of affairs in government, especially the local government, service delivery, Elkadi stated that out of 289 municipalities, 45 have completed training and setting up of IT infrastructure. Besides a good number of local governments too have a website of their own.

Briefing on state of the move towards paper less courts, and ICT enabled Judiciary, Elkadi said out of 29 Primary Courts, 10 are fully automated and the services are available on the Internet. The time in initiating a case has been shortened from 48 hours to just 10 minutes. Moreover, the process of hearing has been automated and the case documents can be archived electronically.

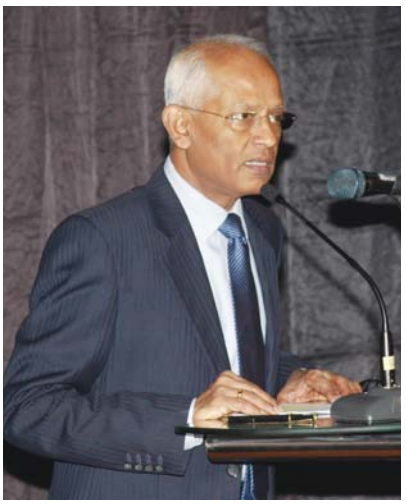
Elkadi also informed about the adoption of e-Procurement model by the government in Egypt. Corroborating the deployment, he said that e-Procurement promotes transparency in government procurement process and provides central registration of suppliers, besides optimising the procurement cycle through all government entities.

It also reduces procurement costs while increasing the return of investment (ROI). It also optimises inventory levels through the adoption of efficient procurement practices and improves the ability to audit the public procurement expenditures.

Another speaker of the session was W.G. Crishantha, Senior Technologist, ICTA. Crishantha, quoting Richard Heek's findings on state of Information and Communication Technology (ICT) projects rolled out in developing countries, W.G. Crishantha, Senior Technologist, Information and Communication Technology Agency of Sri Lanka, ICTA said just 15 percent of the projects are a success, 35 percent of the project are a complete failure and 50 percent result in partial failure.

Recalling the UN e-Readiness Index report, he said that though Sri Lanka was in 84th position in 2003, and took a dip later from this position to 101 in 2008. Taking note of the e-Sri Lanka roadmap, he stated that one of the most important aspect of it is to re-engineer government. The other key aspects of the e-Sri Lanka included building of national information infrastructure, developing ICT human resource and social application development, known as e-Society.

He emphasised on the evaluation of



Lalith Weeratunga, Secretary to the President of Sri Lanka

the e-Government model by different approaches and laid stress on the factors affecting the e-Government model adopted in Sri Lanka.

SESSION: CLOUD COMPUTING FOR e-GOVERNMENT

Chair: Kavan Rathnayake, CEO, Dialog Broadband

Mudiam Vamsi Charan, IBM, one of the key speakers of the session presented some facts and figures on the state of existing computing capacity and its underlying unutilised potential. According to him, in a given IT set up, and in distributed computing environments, up to 85 percent of computing capacity sits idle and on average 70 percent of the amount is spent on maintaining current IT infrastructures versus adding new capabilities. He added that annually, the consumer products and retail industries lose nearly $40billion or 3.5 percent of their sales due to supply chain inefficiencies. On the security aspect, he cited that 33 percent of the consumers notified of a security breach, terminate their relationship with the company they perceive as responsible.

Tracking the evolution of cloud computing over the years since1990 when the grid computing surfaced for the first time, Charan said it later led to utility computing, software as a service (SaaS) and to cloud computing, eventually. Enumerating some of the benefits that can be drawn from cloud computing, Charan said it provides massively scalable computing resources from anywhere, simplifies service delivery, enables rapid innovation of new business models and dynamic infrastructure for next generation data centres.

Stating the economic benefits derived from cloud computing, Charan said that the hardware, labour, power and software costs are reduced to 83.8 percent, which results in strategic change capacity with enormous scope for liberated funding for new development, transformation investment or direct saving.

Citing a case study on Dongying city of China, which has a goal of building a smarter city where cloud would provide the base dynamic infrastructure to support future development of e-Government hosting, waterway management, green IT and digital city, Charan said the collaboration would help Dongying municipality build a cloud computing platform to reinvigorate the Yellow River Delta Economic Zone with the Dongying software brand as the industry focus, and increase the international competitiveness of the software outsourcing industry in China's Shandong province.

Christian Lanng, CEO, Porta Limited, Denmark, spoke on why cloud computing will change the landscape of Service Oriented Architecture (SOA) and Business transactions?

Introducing the Electronic Invoicing Programme (EIP), Christian Lanng said that legal dimension was added to the EIP in 2005 and since then it became illegal to pay a paper invoice for public sector. Requiring that 250,000 or 70 percent of all Danish companies used electronic invoicing when trading with the government.

Oleg Petrov, Program Coordinator, e-Development Thematic Group, Global ICT Department, The World Bank, talked about Government 2.0 and Cloud Computing.

Stating the fate of billions of dollars of IT investments in government as IT blunders, Oleg Petrov cited Gartner report which said "On an average, $8 out of every $10 spent in IT is "dead money" – not contributing directly to business change and growth". Emphasising the need to have right technology for better governance and shifting of approaches-from a citizen centric to a citizen driven; from 'eGov to Open Gov and to self service government', Petrov noted that with the use of Cloud Computing, governments can share infrastructure, applications, and services. It results in more collaboration, encouraging public–private joint service delivery, outsourcing, shared services and the cloud.

Having enumerated the challenges involved in the adoption of Cloud Computing for governments as data location, security, data recovery and vendor lock-in, Petrov suggested the governments for evaluating the impact of cloud on the existing security, privacy, and procurement practices and strategies. He added that the governments should define quality and support in terms of service-level agreements (SLAs) for non mission critical work before expanding to mission critical IT services.

SESSION 3: e-GOVERNMENT BEST PRACTICES

Chair: Mahesh Perera, Director-IT, The Parliament of Sri Lanka and Secretary, Computer Society of Sri Lanka

Harin Gunawardena, CEO, Harmon Solutions (Pvt.) Ltd. elaborated on the need for simplifying processes and said it can be done through business process re-engineering in the government. Articulating the various aspects of re-designing phase of government process re-engineering model, Gunawardena said: Firstly, it's imperative to understand the organisational background and the business needs. This is to be followed up by aligning project objectives with the aspirations of senior management. He added that the study and documentation of the current processes of the organisation and policy and operational level re-engineering, completes the re-design phase.

Dr. Shahani M Weerawarana, Senior Lecturer, Department of Computer Science and Engineering, University of Moratuwa, referring to Heek's findings that just 15 % of the e-Government projects are successful, elaborated on the adoption of agile approach for adopting eGovernment model in better manner. Dr Shahani acknowledged, that though, "We are getting better at producing software, but, problems persist at the front end – difficulties in getting the requirements right." Dr Shahani said the requirements are often, ambiguous, unclear, incomplete and contradictory.

SESSION: e-GOVERNMENT APPLICATIONS

Chair: Dr. Lloyd Fernando, Member of National Administrative Reforms Council and member of National Economic Council and Programme Director

(Distance Learning) Post Graduate Institute of Management

Dr. Waheeda Sultana, Reader, Department of Mass Communication and Journalism, Mangalore University, Karnataka, elaborated on the renowned e-Governance initiative of the state of Karnataka, India, that is, Bhoomi Project, Dr Waheeda Sultana said that this project of on-line delivery of land records in Karnataka demonstrates the benefits of making government records more open so that citizens are empowered to challenge arbitrary action. She added, under the Bhoomi e-Governance project all 20 million land records of 6.7 million land owners in 177 taluks of Karnataka have been computerised. Previously farmers had to seek out the village accountant to get a copy of the Record of Rights, Tenancy and Crops (RTC), a document needed for many tasks such as obtaining bank loans. There were delays and harassment and often bribes had to be paid.

However, today for a fee of INR 15, a printed copy of the RTC can be obtained online at computerided land record kiosks (Bhoomi centres) in 177 offices. Bhoomi has been recognised as a successful e-Governance project in India. It has also earned recognition outside the country. Bhoomi is now declared as the national model for replication in all the states by the Ministry of Communication and IT, Government of India, she opined.

Ashis Kumar Mahapatra, Senior Scientist, National Informatics Centre, Government of India, put forth his views on overcoming the challenges of e-Governance projects, and said that a dedicated policy framework must be followed with the guidelines that can lead to productive e-Governance projects, protecting investment and overcoming challenges.

He later elaborated on the vulnerability of the existing Software Development Life Cycle (SDLC) models in the bench of e-Governance and on the development of a dedicated SDLC Model for e-Governance projects named e-Governance Tree Model (EGT Model). The Model has a defined policy framework and design guidelines and deals with the customised steps involved, security issues, process management, resource management, Interoperability, e-Readiness and maintains an overall standard from initiation to the rollout of the project, he stated.

SESSION: GOV 2.0

Chair: Dr. R B Ekanayake, Board Director, ICTA and Pioneer e-Banking expert

Wasantha Deshapriya, Director, Reengineering Government Programme, ICTA, articulating the objective of the e-Revenue License project of the Sri Lankan government, Wasantha Deshapriya said the project is to implement an online Motor Revenue Licensing system, which would require the possibility of online payments and provision for their legal acceptance by the department. In order to implement the project, it was necessary to provide vehicle registration, vehicle insurance data and vehicle emission data online.

This was achieved, he further said, by implementing web services at each of the above organisations to provide the requisite data on request to Lanka Interoperability Exchange of the Lanka Gate project, which was then mashed up and presented in a collaborative nature to accomplish the business objective.

The information infrastructure built by Lanka Government Network was used to integrate all the data feeds. A number of VPNs were created for connecting commercial organisations. Furthermore digital signatures were installed at each location to ensure that all data exchanges and transactions were carried out on a secure platform, he added.

Speaker: Kanchana Thudugala, Senior Project Manager, Technology Team, ICTA, enunciated Lanka Gate, as a comprehensive collection of infrastructural mechanism to easily 'plug-in' an e-Service or to 'compose' a set of e-Services in order to generate composite e-Service, such that these e-Services would then be readily and easily available to other applications and portals that comprise Lanka Gate. To achieve these goals, Thudugala further stated, projects within Lanka Gate are designed to leverage Web 2.0 concepts, open standards and an overarching Service Oriented Architecture (SOA), enabling dynamic, customisable, collaborative and composeable services via multiple delivery channels.

Hence, after studying similar initiatives in other countries, in Sri Lanka, Thudugala said, "We decided to architect a unique Web 2.0 enabled and service oriented architecture, SOA based solution. Thus, Lanka Gate was designed to be composed in a loosely-coupled and flexible manner by leveraging the latest SOA principles and techniques. It features a unique approach in contrast to the traditional notions of e-Government portals and integrated applications, by intentionally supporting informal Web 2.0 concepts such as RSS, folksonomies, recommendation, sharing, 'pay-per-click' and social networking, in addition to supporting formal Web 2.0 and SOA concepts such as usability, participation, collaboration, decentralisation, standardization and convergence."

Vibhor Jain from Ernst & Young, spoke about the e-Governance strategies for Local Self-Government in India. He said, given the sheer number of Panchayati Raj Institutions (PRIs), the challenges of coordinating such decentralised planning activities in India are self-evident. For example, in one of the smaller states, Kerala, there are 999 village panchayats whose plans need to be coordinated to create district and state level plans."

Proposing an innovative portfolio of e-Governance solutions as essential to address the above challenges, Vibhor said: Web portals, collaboration suites, databases, workflow solutions, Geographical Information Systems and financial management solutions are some examples of it. The e-Governance strategy would need to address aspects such as the model for development and maintenance of software solutions on such a large scale, managing ICT infrastructure procurement and roll out, leveraging common e-Governance infrastructure created and ensuring sustainability of large ICT investments.

A.T.L.P.Samarasinghe, Chief Engineer, Sri Lanka Railways, talked about the integrated global positioning system (GPS) based Ticketing and Operation Mapping System for improvements in the pubic sector transportation. Samarasinghe said that the bus fares in Sri Lanka are zonal based and the fare structure of buses is unjust to the passengers since it does not charge for the exact distance that he travels. The Ticketing Solution has been designed with the intention of regulating bus fares and if necessary, train fares to achieve optimum utilisation of the available buses.

The front and back doors of the bus are provided with Smart Card Readers, which are connected to a GPS Receiver mounted on the bus. The reader will read the Smart Card and updates a Database along with the GPS coordinates of the location where the passenger got into the bus. When the passenger gets down,

the reader again reads the contents and updates the Database along with GPS coordinates to deduct the fare (exact fare for kilometres travelled) from the card.

SESSION: e-GOVERNMENT BEST PRACTICES

Chair: Dr. U Vidanapathirana, Secretary, Ministry of Internal Administration

Kanchana Thudugala, Senior Project Manager, Technology Team, ICTA, speaking on the requisite competencies for government Chief Information Officers (CIOs), Kanchana Thudugala Kanchana Thudugala noted that developed countries such as United States (US), Australia and European Union (EU) have technology savvy executives in certain government sector organisations and the role of the CIOs in these governments have evolved in the past decade from chief IT coordinator to chief standards enforcer, chief IT strategist, chief IT policy advisor and to the chief security officer.

Unfortunately, in the government sector in Sri Lanka, he contrasted, "There is very low recognition and empowerment of the role of CIOs. Developed countries have effectively improved their government sector delivery of services to citizens by leveraging IT / IS and the CIOs of the government organisations have been at the forefront of these efforts in these countries." He further said that considering these facts, an empirical research was done with an extensive literature review on the capabilities expected of CIOs. He averred the hope that the recommendations of this study will provide the necessary information to professional organisations and education sector to build the necessary environment to nurture and build future CIOs in Sri Lanka and as well in other developing countries.

Kengatharaiyer Sarveswaran, Systems Engineer, Department of Computer Science and Engineering, University of Moratuwa spoke on the challenges in developing management information systems (MIS) in the government. He informed that government recruitment policies and procedures including salary scales made it difficult to find skilled personnel to carry out MIS implementation. Also, there is no comprehensive documentation elaborating the University's functionalities. These are a few factors that made the requirement gathering process tricky. Due to budget constraints and license issues Open Source technologies had to be used for the development. Interactions between the identified sub-systems such as Examination and Registration, Finance, Welfare, Human Resources and Support services management modules also were complex. Moreover, he stated, deployment was the most difficult task of the implementation cycle. The reluctance to change the way of work, fear of losing jobs and lack of trust of the IT systems are some challenges faced in this phase.

VALEDICTORY SESSION

The eASIA 2009 event concluded with the valedictory session .The valedictory session saw closing remarks from the eminent speakers including. Jyrki Pulkkinen, Ashis Sanyal, Department of Information Technology, Government of India, Dr. MP Narayanan, President, CSDMS, Reshan Devapura, COO, ICTA, Hatem El Kadi, Ministry Advisor for Strategic Projects, Ministry of State for Administrative Development, Egypt, Attique Ahmad, Deputy Director (IT), Water & Power Development Authority, Government of Pakistan. Thoughts regarding the three-day conference were exchanged between the speakers and the audience. Ashis Sanyal said, "I have attended all the e-India and all the e-Asia conferences and exhibitions. I say that from all aspects including hospitality from the security personnel at the entrance to the head table, e-Asia 2009 is by far the best". Mathias Hatakka from the audience said that the conference was "Enjoyable, had practical sessions where we discussed issues and ideas away from theory. The sessions were very enduring." Delegates from Bangladesh, Brazil, Egypt, Pakistan, and Portugal etc. too were full of plaudits for e-Asia 2009. With the end of the valedictory session came end to a three-day saga of the Asia's Premier ICT event. Dr. M. P. Narayanan said that e-Asia 2009 did not end with the final session but would continue through other modes such as e-conversations, the Internet and e-Conferences. Thus, the issues and deliberations of eASIA 2009 will be carried over in the forthcoming eINDIA 2010, India's Premier ICT Event, to be held from 4-6 August 2010. \\

Pratap Vikram Singh
Gayatri Maheshwary

SHANKAR AGGARWAL

Joint Secretary, Department of IT, Government of India and CEO, National Institute of Smart Government

The key challenges are: e-Infrastructure, which is inadequate and uneven. Then there is a need for better awareness and e-Literacy. Capacity is another area of concern, both within and outside of the government, and for long-term sustainability there is an urgent need to address these at the national level. Complex governance structure, size and complexity of the need on the ground, makes implementation models very complex and difficult to achieve. Last but not the least, evolving Public Private Partnership (PPP) models, harnessing and engagement of private sector resources is still an issue, which needs to be addressed.

M.N.VIDYASHANKAR

Principal Secretary, e-Governance Department, Government of Karnataka

- Taking a holistic view and arriving at an integrated solution
- Enhancing technology penetration to the last mile in e-Governance
- Timely completion of e-Governance projects
- Capacity building to make e-Governance solutions sustainable in the medium and long term
- Hiring the right mix of personnel for sustaining the project

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PROF P.W. EPASINGHE

Chairman, Information and Communication Technology Agency (ICTA) of Sri Lanka

- Lack of high level (cabinet) sponsorship for e-Governance programmes.
- Lack of interest and understanding of the senior management of the government in overall e-Governance principals.
- Long delays in implementing e-Governance projects due to technical issues or lack or government agency support.
- Lack of access to Internet , especially for rural population to reap the benefits of e-Governance.
- Lack of ICT HR development and sustainable plan in government

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K BALA CHANDRAN
Managing Director
ADC KRONE

- Usage and wide promotion of computer literacy in India
- Reliable connectivity is also a major challenge. If we are talking about citizens depending on fast, speedy information download from the government services then reliability of the connectivity and network is a big challenge which needs to be addressed today.
- State level government commitment and leadership to adopt and embrace e-Governance
- Lack of programme management skills have to be overcome by choosing qualified administrators to manage the entire e-Governance network efficiently.
- Lack of integration of services offered by the State and Central Government. The information residing with one department is usually not transmitted to the other departments.

PRAKASH RANE
Managing Director, ABM
Knowledgeware Limited

- Lack of systems-driven approach due to lack of compelling need in bureaucracy to opt for e-Governance
- Privacy of personal data
- Lack of sufficient maturity of the procurement machinery to opt for quality based selection over cost based selection
- Inability of the project sponsors to drive the project without avoiding excessive and motivated public scrutiny and time/cost overruns due to poor project management on government side
- Inability of IT industry to quickly scale up to the challenge of need of “domain expertise coupled with IT skills” which is imperative for project success
- Ensuring institutionalisation of e-Government projects after Go-Live.

AMIT CHATTERJEE
Managing Director
CA (India and SAARC)

- Ensuring stakeholder acceptance and participation towards the successful implementation of e-Governance is one of the most important challenges
- Structuring various e-Governence projects in such a fashion that they are self-sustainable to a considerable extent in a longer term is again a prime challenge to ensure that the projects once implemented and operationalised remain in vogue
- Defining the nation-wide technology standards to ensure inter-operability, cost-effectiveness, relevance and usability
- Appropriate project and portfolio management at various administrative and executionary levels to have better sense of the progress and corresponding impact, better utilisation of funds, other resources and effective monitoring of projects
- Addressing security concerns in terms of data privacy and data loss prevention

SANJEEV KAPOOR
Head, Government and Telecom, Infosys India Business

- The scale of implementation of e-Governance programmes is huge in terms of number of integration points and meeting training needs etc.
- Capacity building - As more and more projects are implemented, government needs to build qualified pool of resources to manage the system
- Diverse language: This is a huge challenge due to the diversity of the country. It lays stress on including local languages in governance. Ensuring e-Governance in local language is a big task to achieve
- Integration of systems - Most of the e-Governance services being offered by the state or the central government are not integrated.
- Conceptualisation and implementation of solutions which reach out to the rural and semi-literate population as well

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PUNEET GUPTA
Vice-President, Public Sector, IBM India & South Asia

From departmental silos to process delays to lack of accountability – the challenges are aplenty. At IBM, we have seen that smarter government agencies collaborate across departments and with communities—to become more transparent and accountable, to manage resources more effectively, and to give citizens access to information about decisions that affect their lives. Take the instance of the recent wildfires in California, where in government agencies turned to Twitter to provide real-time updates on the status of the fires—directing people without power, but with mobile devices, to Google Maps for evacuation information.

NAVEEN SURYA
Managing Director ItzCash Card Ltd.

The real challenge is how to develop and sustain successful e-Governance projects and deliver state of the art e-Services to citizens. e-Governance should ideally enable seamless access to information and flawless flow of information across the state and central government in the federal setup.

Some of the main challenges are:

- Lack of IT literacy and awareness regarding benefits of e-Governance
- Attitude of Government Departments
- Under-utilisation of existing Information and Communications Technology (ICT) infrastructure
- Resistance to re-engineering of departmental processes
- Lack of infrastructure for sustaining e-Governance projects on national level

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RAJAT MISHRA
Head - Government & Defense Business
Siemens IT Solutions and Services

- Penetration of Internet and infrastructure issues such as power.
- e-Governance is looked at as an IT topic where it is all about transformation and change management
- Little focus from Indian IT companies on Indian projects
- Lack of experience of Indian companies in implementing and managing large and complex e -Governance projects
- Insufficient IT manpower in Class B cities, towns and villages, and reluctance of IT professionals and companies to work in these areas

VIJAY YADAV
Managing Director, UTStarcom

- Issue of availability and affordability of broadband connection. Though the government has and is taking steps to increase the broadband penetration, we still have miles to go before we realise the full potential of e-Governance. This is critical as the success of many of India's e-Governance projects hinges on the availability of Internet.
- Localisation of content. ICT solutions and video content are mostly developed with an English language interface. However, in India a vast majority (95%) of the citizens do not know English and use the local language. The fact is that India has 22 official languages. For the success of e-Governance, this reality needs to be reflected in the implementation strategy.

RANBIR SINGH
General Manager, Government and Defence, Wipro Infotech, the India and Middle East business arm of Wipro Ltd.

- Business process re-engineering (BPR) is a challenge. Just bringing in technology is not sufficient. BPR has to be done. The processes have to change at the ground-level. This is the biggest challenge.
- The focus in India is on automation rather than having integrated infrastructure. Most of the projects going on in the country are not integrated. What we are creating are 'Islands of Automated Projects'. There is a need to integrate the initiatives existing in the various departments and ministries of the government.
- Automation of the employment exchanges in all the States. Because of the Central versus State subject, this cannot be done at the Central level.
- Local language computing will be one the main issues. India is a diverse nation in terms of the number of languages spoken. Local language computing is therefore, very essential.

PROF. M S SWAMINATHAN
Chairman, M S Swaminathan Research Foundation

- The key challenges with electronic governance are not technology or Internet issues in many cases, but organisational issues like redefining rules and procedures, information transparency, legal issues, infrastructure, skill and awareness, access to right information, and tendency to resist the change in the work culture. Change management is important not only in terms of cultural change, but also in terms of changing operations and processes workflow that the automated environment will introduce.
- The other obstacles are geographical distances, lack of trained human resources, and lack of ICT penetration in remote areas. For instance, a good e-governance application will not benefit anybody in remote areas if there is no supporting infrastructure, such as electricity, computers and connectivity.

PROF S SADAGOPAN
Founder Director, International Institute of Information Technology, Bangalore

- Mindset of government officials
- Infrastructure support (i.e. power)
- Connectivity
- Archaic procedures (Comptroller and Auditor General, Central Vigilance Commission)
- Resistance to change

PRAMOD BHASIN
Chairman, The National Association of Software and Services Companies (NASSCOM)

- The biggest challenges are the [political and social] culture and environment, we have in this country. The level of corruption is too high. It demands huge amount of concerted effort, to root out these evils from this country. Conducive environment is very crucial for implementation of e-Governance plans. In such a context, people's awareness is also very important.
- There is a big issue of lack of transparency and delay in the government service delivery, which results in lower efficiency and productivity. Moreover, the dearth of consistent follow-ups that involves close observation and monitoring of government projects, is yet another challenge in e-Governance.
- Lack of trust in the ecology: between people and government is a major challenge [that will continue for long]. Our entire system, including judiciary should be such, that people could put their faith into the system.

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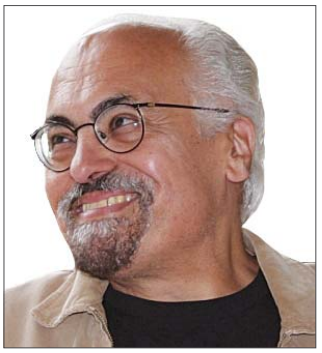


NAGY HANNA

Director of the International Center for e-Leadership and Senior Research Fellow at the School of Public Policy of University of Maryland

- e-Governance is not only or even primarily a technological project. So, in my view, the primary challenges are issues such as: how should we engage users or beneficiaries in service design and improvement? How can we incentivise civil servants to engage in service innovation and process change and to enable them to play their new roles required by the re-engineered processes? How can we bridge the gap between online service availability and the take up by the users of infomediaries? How can we encourage coordination and collaboration among public agencies to share information and infrastructure across government and ensure customer-centric services?
- One final and continuous key challenge is the development of leaders and change managers to inspire institutional change, support collaboration, and engage in all sorts of public process and service innovation.

BIMAL PRATAP SHAH

e-Government Consultant
Nepal

- Political instability
- Corruption
- Frequent transfer of government employees
- Lack of coordination between government agencies
- Short sighted policies

GOPALAKRISHNAN DEVANATHAN (KRIS DEV)

Founder Director, International Institute of Information Technology, Bangalore

- Mindset of politicians, bureaucrats, judiciary and businessmen
- Lack of transparency and accountability in the working of government and public authorities
- Lack of enforcement mechanisms to ensure e-Governance truly benefits the masses
- Lack of Unique Identity to every citizen and lack of enforcement of identity tracking in elections and all transactions
- Corruption at all levels of governance

Prachi Shirur
prachi@egovonline.net

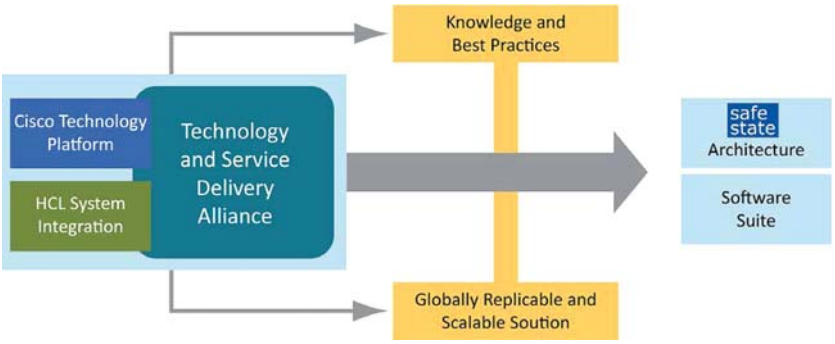
5th Anniversary Special

Towards Safe State

CISCO SYSTEMS INDIA

The mayhem in Mumbai during 26/11 is but an exclamation mark within the larger public safety challenges faced by India today. The insidious, planned nature of terrorist attacks in some of our cities must be taken as a clarion call for a more systematic approach to the protection of our public infrastructure and our people. It is here that technology can make a significant difference to ensure quality of life and the quality of incident detection, response, and, more importantly, the outcome.

A safety and security technology solution built on the bedrock of a robust, secure network can be a true force multiplier. By weaving together different elements of a public security system – including video surveillance platforms, screening devices and other security devices, wireless/wireline/radio communication systems, even public announcement boards – a networked platform can enhance the value and role played by each of these elements in restoring peace and order.

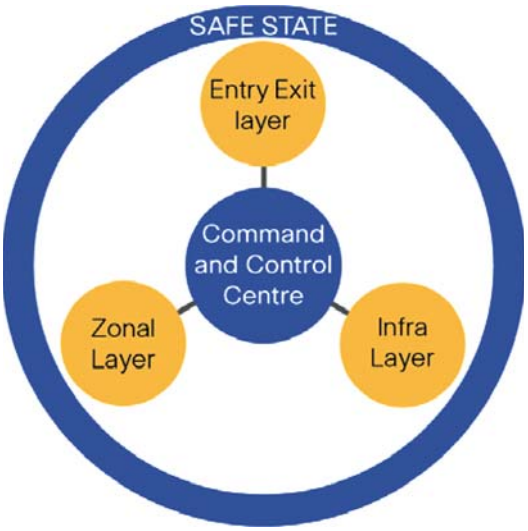


MAKING A 'SAFE STATE'

HCL and Cisco are jointly working on a city level security architecture named 'Safe State'.Safe State is an integrated physical security framework that seeks to enhance security in the nation through technology.

Safe State, utilizing the capabilities of Cisco's Smart + Connected Communities (S+CC) framework and the system integration expertise of HCL, offers a unique network-based physical security solution that combines best of breed integrated security technologies. Safe State will act as a platform to enable the government, agencies such as law enforcement and citizens communicate and collaborate over an integrated network to prevent, detect and co-ordinate response to threats and incidents.

In effect, the Cisco-HCL alliance brings together technology leadership and service delivery to create a best-in-class solution. The knowledge and best practices of HCL and Cisco have transformed the integrated security approach to offer the best of detection, protection, prevention and response approaches.



BUILDING BLOCKS FOR A SAFE STATE

The Safe State solution operates at two levels:

As a technology-based deterrent that can function as pre-emptive, early warning system during an incident

- As an integrated communications platform that enables law enforcement officials speedily

respond to and monitor situations
- As a network that delivers secure connectivity end-to-end

ENHANCING SECURITY, LAYER BY LAYER

The Safe State solution can be deployed in three layers

Entry / Exit Security Layer: Securing entry exit points of a city

Entry/exit points of a city secured to monitor and track the movement of vehicles.

- Screening every movement across entry/exit points
- Generation of intelligence reports on vehicles humans in transit
-

I. ZONAL SECURITY LAYER: SECURING ZONES/BUSINESS DISTRICTS

City zones/business districts secured to ensure detection and prevention of distress situations.

- Real time monitoring and aerial surveillance systems provide response teams with intelligence reports to enable rapid action
- Intelligent traffic management systems
- In-built GIS/GPS modules allow effective communication between ground units and Command & Control Centre, enabling effective tactical management of situations

II. INFRASTRUCTURE SECURITY LAYER: SECURING CRITICAL INFRASTRUCTURES & INSTALLATIONS

Critical installations & city infrastructure secured with advanced solutions that use sophisticated surveillance, access control and screening systems to detect & prevent intrusions.

- Advanced screening tools that can detect concealed weapons
- Vehicle screening and logging at entry points
- Automatic barriers that deny entry to unauthorized vehicles/ personnel

III. COMMAND AND CONTROL CENTRE

Command and Control Centre is the heart of the Safe State project since it is the hub, which integrates every component and layer to provide actionable intelligence. The Command and Control Centre will monitor activities captured by the various surveillance devices.

It will also enable deep integration with advanced communication modules, access controllers, baggage scanners, detectors/sensors and surveillance solutions to provide continuous intelligence inputs to work stations. This module will also incorporate a high-end digital display solution that can showcase the Application Panel in full view to the monitoring authorities. \\

Cisco Systems India

The IT Path of Rural Development

RITA SHARMA

DR. RITA SHARMA
SECRETARY, DEPARTMENT OF RURAL DEVELOPMENT, GOVERNMENT OF INDIA

In order to ensure regular content flow of information with regard to Rural Development Programmes at various levels (National, State and District and Block levels), a number of steps have been taken to strengthen IT infrastructure in the Ministry. Simple application software has been developed for various Programmes of Rural Development for easy access by all citizens for getting information regarding Department's Schemes, enrollment process, application for job cards and issue of duplicate job card etc from the nearest Common Service Centres (CSCs) rolled out through out the country. The Ministry's web-site *www.rural.nic.in* is accessible to all users. This website is an umbrella dynamic portal which provides linkages to all central government agencies/organisation associated with rural development activities.

The portal provides the information and guidelines related to various RD Schemes. The three Departments of the Ministry have separate websites as well namely *www.drd.nic.in* for Department of Rural Development, *www.ddws.nic.in* for Department of Drinking Water Supply and *www.dolr.moic.in* for Department of Land resources. The Ministry has developed separate Management Information System (MIS) for National Rural Employment Guarantee Act (*www.nrega.nic.in*) and Pradhan Mantri Gram Sadak Yojana (*www.pmgsy.nic.in*) also and MIS on Indira Gandhi National Old Pension Scheme (IGNOAPS) is underway.

The Ministry has also taken up the work of developing separate MIS for Swarn Jayanti Gram Swarojgar Yojna (SGSY) and Indira Awaas Yojna (IAY) as part of strengthening e-Governance in the Ministry. The Ministry has developed online system for receiving Monthly Progress Sanitation Campaign (TSC) Integrated Water-shed Development Programme (IWDP), Drought Prone Areas Programme (DPAP), Desert Development Programme (DDP) which are available on the website. The detailed information of BPL Census 2002 is also available on the Rural Portal and reports on various parameters can be generated from dynamic applications. The very large data available in Ministry of Rural Development is being shared with the Unique Identification Authority of India (UIDAI) for creating Unique Identity numbers to all citizens.

The Ministry also arranges video-conferences to review implementation of the programmes. The other major activities include content development, training of personnel and organising workshops and conferences for generating awareness among the rural development functionaries about the benefits of IT. Efforts are also being made to examine various alternative models for establishing ICT based mobile banking service centres for inclusive banking that would recommend proper payment system to NREGA and other Programme beneficiaries. \\

e-Governance in Coral Islands

http://lakshadweep.nic.in

JK DADOO

ADMINISTRATOR, UNION TERRITORY OF LAKSHADWEEP

Tell us about the unique features of Lakshadweep? Being a group of islands what are some of the challenges in administration in Lakshadweep?

The Union Territory of Lakshadweep is a group of 36 Coral islands of which 11 are inhabited. Islands are scattered randomly in Arabian sea about 220 kms to 420 kms away from Malabar Coast and therefore, are geographically isolated. The percentage of unemployed persons registered in employment exchange is around 19.5 percent of the total population. Some of the challenges In Lakshadweep are its geographical isolation and remoteness, inadequate sea/air transport facility, lack of proper data communication facilities, lack of Internet facilities in all the islands, lack of employment opportunities in private sector and very strong and competitive desire to be recruited in government departments.

What are the e-Governance initiatives undertaken in your Union Territory in the last three years?

During the past 3 year, some of the major e-Governance initiatives undertaken here are:

- Total Digitisation of Employment Services. Winner of Manthan Award-2007 for the Best Citizen Centric Project
- Integrated e-Governance Solution in Department of Electricity. Winner of CSI –Nihilent 2007 Best e-Governed Department Award
- Web-enabled Ship ticket advance reservation system – PORTNET. Recipient of Microsoft Best Innovative Project 2006
- Web-enabled Medical Inventory Management System – 'Ever Alert'. Has received the CSI- Nihilent Award in the year 2008
- Web-enabled Entry Permit Management System-'e-Permit'
- Telemedicine
- Total Digitisation of Employment Services. The required e-Governance Hardware installed in the employment exchange, Kavaratti
- User friendly Employment portal launched. Eight 'Virtual Employment Exchanges' opened and decentralisation done at the Sub-divisional Officers level
- Data relating to all the registrants updated, re-codified under National Classification of Occupation (NCO), 2004

Lakshadweep has developed Integrated e-Governance Solution in the Department of Electricity. Tell us more about this initiative.

Under the Integrated e-Governed Solution in the Electricity department, the following web-enabled applications developed and implemented:

- Consumer Management and Energy Billing
- Complaints Management System
- Inventory/Cargo Management System
- Integrated e-Personnel Management System
- Intranet for the Department

Some of Achievements of this solution are: on-line submission of application for service connection; execution of service connection through work flows; acceptance of energy bill at any counter in any island; consumer bill, payment history etc. available online; centralised stock management system; an integrated system for personnel and pay roll; web-enabled ship ticket advance reservation system – 'Portnet'; all the 14 Port offices are interconnected using VSAT as an extension of NICNET; web-enabled ship ticketing system developed and introduced; Anywhere-to-Anywhere ship ticket available from any counter in any island as per the printed ship schedule of 7 months – Nov to May; ticket can be booked one month in advance; centralised control of the counters; ship schedules, ticket availability; ticket status etc. available through Internet; and issuance of freight tickets through this system.

Please tell us about the status of implementation of NeGP.

The total allocated fund for NeGP is INR 2,374 million over a period of 5 years, with capital expenditure of INR 6,97 million, and operational expenditure for the next 5 years as INR 1,677 million. The fund received till now out of the allocated amount, is INR 4,72 million. The request for proposal has been submitted to the Department of Information Technology (Government of India) for the final approval. A 2000 Sq.ft space has been allotted for implementing the State Wide Area Network (SWAN) and State Data Centre (SDC)and Pricewaterhouse Coopers Ltd. has been appointed as a consultant. 10 Common Service Centres (CSCs) in 10 islands have been proposed. For the State Service Delivery Gateway the detailed planning report has been submitted to DIT (GoI) for the final approval. For NeGP to achieve its goals, capacity gaps are to be removed . DIT, has prepared Capacity Building Guidelines for developing institutional mechanisms, in consultation with Planning Commission. This involves engaging experts for developing skills and imparting training. Here in Lakshadweep, the total funds allocated for capacity building is INR 42,860 million. Wipro has been selected for the State e-Governance Mission Team. The works for the same began from November 2009 in all the 10 Islands. \\

Prachi Shirur

prachi@egovonline.net

Towards Paperless Courts!

JUSTICE P K BALASUBRAMANYAN

CHAIRMAN, E-COMMITTEE, SUPREME COURT OF INDIA

What are the developments since e-Committee submitted its report on e-Courts in 2005?

In May 2005, Justice G C Bharuka, the then chairman of e-Committee, Supreme Court of India submitted e-Committee report on Strategic Plan for Implementation of Information and Communication Technology in Indian Judiciary. Since then we have moved considerably in this direction. We are trying to put judgments online. Making judgments and case abstracts available through a single window is also being worked upon. On the procurement part, 15,000 Judicial Officers [district judges, magistrates] have been provided with laptops and printers. Judicial computer centres are also being set up in almost 3900 court complexes. Though the initial deadline was to complete it by 2009, but with the delay in readying of sites, and some other reasons, it has been further extended.

National Informatics Centre (NIC) has developed software for Courts for whole of the country. However, the procedures slightly vary in different states and we have also proposed for further customisation of software. Among others, the state of Kerala has rolled out the software. We have asked states to give their feedback. We have a technical member to oversee the issues related with technology. Besides, we also have software committee.

What is your strategy for deploying ICT in 3900 courts? What are the challenges across its way?

Out of 3900 courts, we are initially trying to cover all the districts courts and then to subordinate courts and then to talukas. Delhi Court has done fairly well in implementing e-Courts. Power supply and storage facility are issues we are trying to tackle.

What are the landmarks achieved so far?

Laptops have been distributed to judicial officers and provided with broadband connectivity. Installation of computer centres in court complexes is another milestone we stand close to. As earlier mentioned, digitisation and archival of records is being done. Besides, IT infrastructure has been upgraded in all High Courts (HC). Currently, local area network (LAN) is being set up in 3900 court complexes- in which district courts are being targeted first, followed by subordinate courts. 80% of the District Courts (DC) have been covered.

What are the developments in e-Filing? What are the reasons you see for its current state?

The progress has been slow. The country is vast, having peculiar problems like lack of consistent electricity supply, limited tech savvy stakeholders. Firstly, we are trying to set up video conferencing (VC) centres in court premises and provide them with broadband connections. There should be computer centre wherein arguments can be done, curbing the need of the physical presence of advocates in the court premises. There is a need to bring Bar Associations in the programme of computerisation, as they are also one of the key stakeholders in a move towards paper less courts.

The connectivity between subordinate courts, district courts, High Courts and Supreme Court is very much needed. Issuing of summons by the SC to HC and HC to DC and muncifs and the vice versa takes a lot of time. This can be reduced through providing direct connectivity between all the courts in hierarchy. We are also contemplating issuing of summons through e-mails. Similarly, issuing notices to individuals and bodies, and to corporate bodies, and other institutions will be a cakewalk through online mechanism. Though in metros, availability and popularity of online services are feasible, in rural areas it has got several challenges. Readiness and affordability are hurdles in popularity of these services in rural and countryside regions.

Don't you think even the rural residents can access the online services through 100,000 common service centres covering 600,000 villages? How can availability of online services help the poor?

Yes, off course it can be done. The litigations in public interest through these centres can be addressed speedily with online systems in place. For example, a Public Interest Litigations (PIL) filed on the unavailability of water in some area can be addressed issuing online directions to the authorities by the concerned judge.

What are the challenges? How these deployments can be accelerated?

Low number of judges and courts are the biggest challenge. CJI recently said that in spite of the need of 35,000 courts we just have 16,000 courts. We need more number of committed judges, with integrity and good character. Improving the court infrastructure by respective states and more administrative support, including power supply and backups and improving the quality of legal education are issues demanding serious contemplation. Also, in the long run, the Judiciary needs to have its own resource pool to oversee the IT infrastructure of the courts. Primarily, we are implementing VC. Then we will implement e-Filing system, which will be followed by setting up of complete e-Court. \\

Pratap Vikram Singh
pratap@egovonline.net

Moving Aggressively on e-Governance Path

www.orissa.gov.in

P K MOHAPATRA

COMMISSIONER-CUM-SECRETARY, DEPARTMENTS OF INFORMATION TECHNOLOGY, SPORTS AND YOUTH SERVICES AND INFORMATION & PUBLIC RELATIONS, GOVERNMENT OF ORISSA

"We have done extremely well on the e-Procurement front. Now, any procurement of the government above INR 100,000 is done through e-Procurement. Leading state PSUs have also deployed e-Procurement. All Urban Local Bodies of the State have also switched over to e-Procurement mode."

Please tell us about your State's IT vision and plan.

Our vision is to position Orissa in the league of top 3 States in the country, in terms of successful implementation of e-Governance projects and delivery of government services at the doorsteps of the citizens. A major concern is how the underprivileged people, who do not have the means and knowledge to access the current government delivery system could reap the benefits of these initiatives.

Awareness and capacity building programmes, both at the Department and user levels will be given priority, because we believe that the success of the e-Governance projects hinges not only on accessibility to services but also on effective branding and communication strategy. We have therefore, launched awareness campaigns on a large scale for sensitising people on the new and innovative modes of service delivery.

What have been some of the major e-Governance (G2C, G2B, G2G) initiatives of your State?

We are moving aggressively on the NeGP core projects. The Orissa State Wide Area Network (OSWAN) is in advanced stage of completion. Equipment installation and connectivity are ready at the State headquarters (Hqr), 30 District Hqrs, 255 Block Hqrs and 25 horizontal offices. Telecommunications Consultants India Ltd. (TCIL) has prepared the DPR for connectivity of 2714 horizontal offices across all government departments up to Block level at a total investment of nearly INR 6000 million The requisite state contribution of INR 2200 million has been included in the IT Department plan for 2010-11. All horizontal PoPs will be operational by June 2010.

The implementation schedule for Common Service Centres (CSCs) is on track. 4381 CSCs are operational against a target of 8,558 by June 2010. Provision of a host of G2C and B2C services like government forms and information, water, electricity and telephone bill payments are on the anvil. The vendor for implementation of the State Data Centre (SDC) has been finalised. The agreement between the government and the vendor was executed recently against a project outlay of nearly INR 3000 million. The SDC will also be operational by June 2010.

We have engaged Ernst and Young as the consultant for preparation of Detailed Project Report (DPR) on Service Delivery Gateway, State Portal and gap infrastructure. The Government of Orissa has approved one service delivery gateway as Orissaonline. We have done extremely well on the e-Procurement front. Now, any procurement of the government above INR 100,000 is done through e-Procurement. Leading state PSUs have also deployed e-Procurement. All Urban Local Bodies of the State have also switched over to e-Procurement mode. We have been doing pretty well in deploying e-Governance applications in the Treasury, Land record, Transport, Panchayati Raj, Rural Development, Police, Jails, Courts, Higher Education and Health sectors. Currently, more than 40 e-Governance projects of large and medium sizes are being facilitated by the IT Department.

What are the expected IT initiatives in the next three years? What is your USP to project your State as an investment destination for IT?

All core NeGP Projects will be fully commissioned in 2010-11. We are in advanced stage of implementation of Orissa Secretariat Workflow Automation System (OSWAS), e-Registration, Punarbas, Nandini, e-College, Smart Panchayat and SAMS. On the investment promotion front, Orissa is in the midst of an industrial revolution in sectors such as metals, petrochemicals and power. Big infrastructure projects involving roads, railways. Ports and telecom are under implementation. The industrial upswing supplemented by large number of e-Governance projects positions Orissa a very attractive investment destination for IT.

What is your plan to bridge the digital divide in your state? What are some of the challenges in achieving this and how would they be overcome?

The digital divide can be bridged by awareness building, literacy and reaching out through pervasive as well as demonstrative programmes. In the second phase of e-Governance projects, we will be taking up departments and thrust areas like Scheduled Castes and Scheduled Tribes, Food and Civil supplies, Higher Education, School and Mass Education, Fisheries and Animal Resources, Engineering Department, among others. IT applications improve transparency and delivery of services. The e-Procurement project is the most visible example. The very people who once opposed are now immensely enthused. All stakeholders, except those who had vested interest in the older methods of procurement, appreciate the efficiency and transparency that has become an integral part of e-Procurement. The contractors are a satisfied lot as the new method has drastically reduced cost overheads for quoting against a tender.

The most difficult challenge is change management. Mostly, people are skeptical to new ideas. I would again cite the implementation of our e-Procurement project. Initially, we encountered opposition. But, we conducted number of sensitisation workshops and programmes for the engineers and contractors. We took pilot projects and demonstrated the benefits. Wherever required, we slowed down the pace a bit to help assimilation of facts and figures in the right perspective.

To create IT literacy among youths of Orissa, IT Department imparted training to 66,000 youth all over the state on basic computer and soft skills.

What kind of support do you expect from the Centre for these activities?

The Centre has been very supportive in providing funds, guidance, resource persons for evaluation and monitoring, best practices, besides being very receptive to innovative e-Governance project ideas. We expect this support to continue.

Where do you see your State in 10 years from now?

Orissa would be a model state in e-Governance implementation. I foresee major overhauling and refinement in government processes as the people get more used to delivery of services through electronic and online mode. Mobile e-Governance services could emerge as the key players and game changers in few critical areas of governance. There will be greater concern amongst people on environmental issues and there would be emphasis on adopting Green IT concepts. \\

Prachi Shirur
prachi@egovonline.net

Orissa: The Emerging ICT Destination

In early 1990s, Bhubaneswar, Bangalore and Pune were chosen by the Government of India for grooming of these cities as Information Technology (IT) destinations of the country. Software Technology Parks of India (STPI) and National Informatics Centre (NIC) facilities were established in Bhubaneswar to catalyse growth. Infosys established its Development Centre in Bhubaneswar in 1996. It was the first Development Centre of Infosys outside Bangalore. Mahindra Satyam came to Bhubaneswar the next year. The city never looked back, thereafter.

In a recent survey, the World Bank ranked Bhubaneswar among the top three cities of India for ease of setting-up and doing business. At USD 275 million, the software and IT services exports for 2008-09, puts Orissa amongst the top ten sates of India. The IT exports from Orissa notched a growth of 40 percent over the previous year, despite the economic slow-down. Concerted efforts are underway to achieve software exports of USD 1,000 million in 2012.

Naveen Patnnaik, Chief Minister, Government of Orissa:
The Man behind IT Vision of Orissa

The State has done very well in the last five years, in terms of creation of IT infrastructure and in attracting reputed IT companies to Bhubaneswar for setting up their Development Centres. Infocity spanning over 200 acres of land became the first notified IT Special Economic Zone (SEZ) in the State and is operational since early 2009 with the inauguration of TCS Development Centre. It currently employs some 800 IT professionals and expected to grow to 2500 in 2010. The WIPRO Development Centre is ready in all respect and will be operational in the current financial year. Genpact, MindTree Consulting, Zensar Technologies and Perfectus Technology amongst others who are setting up their business units in this SEZ.

Infovalley, only 13 kms away from the Bhubaneswar airport, spreading over 600 acres will be the biggest IT SEZ in eastern India. State government is making substantial investment in providing external infrastructure linkages like road, electricity and water to this IT Park. This SEZ is being developed by the Orissa Industrial Infrastructure Development Corporation (IDCO) as a Knowledge Township with facilities for residential, commercial and recreation zones. Infosys Technologies have given their consent to become the anchor unit in this SEZ. K.Raheja Corp has signed a Memorandum of Understanding (MoU) with the State government for bringing its Mindspace brand to Orissa by establishing an IT SEZ over 30 acres of land in the city. The State Government is also planning for an IT Investment Region (ITIR) in Bhubaneswar. The ITIR supported by the Government of India would integrate all the IT parks, major technical and management schools, civic infrastructure and the related eco-system to foster investment, accelerated growth and employment opportunities in the IT and ITeS sectors.

Apart from STPI, Bhubaneswar (established almost two decades back), which has more than 100 registered IT units, two more STPIs have come up in the state. STPI Rourkela started operation in December 2003 and currently, 26 software units are operating under it. STPI, Berhampur is the latest one and all set to be operational soon.

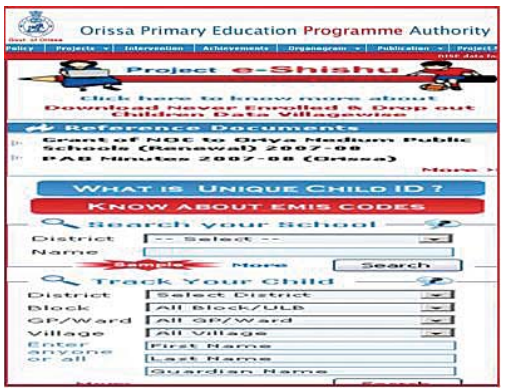
The State government is implementing large number of e-Governance projects across various domains and government departments. These include core

In a recent survey, the World Bank ranked Bhubaneswar among the top three cities of India for ease of setting-up and doing business. At USD 275 million, the software and IT services exports for 2008-09, puts Orissa amongst the top ten states of India.

infrastructure projects under the NeGP namely Orissa State Wide Area Network (SWAN), Common Services Centre (Jana Seva Kendra) and the State Data Centre. A number of State Mission Mode Projects pertaining to Agriculture, Commercial Taxes, District administration, Employment Exchanges, Land records, Municipalities, Panchayats, Police, Property Registration, Road Transport and Treasuries are in various stages of implementation. Computerisation of Courts, Jails, Government Colleges are also in progress. One of the recent and most successful projects is e-Procurement. Currently, all government procurement of USD 2500 and above is done through this process. So far, procurement worth nearly USD 5000 million has been successfully made through around 8000 tenders. The e-Shishu project for the Orissa Primary Education Programme Authority won the coveted Prime Minister's award as one of the best e-Gov applications in the country.

More than 40 e-Governance projects are in different stages of implementation, which in turn help create a big domestic market for IT industry.

The Orissa Computer Application Centre (OCAC), the Technical Directorate of the Department of IT runs a good number of training programs including high end ones like CISCO Networking and Certification and CAD to enhance the employability of general and technical manpower. OCAC also conducts Foreign Language training programme in Japanese, French, Russian and Chinese languages primarily aimed at preparing youngsters for jobs in ITeS, technical translation and interpretation services. OCAC imparts training to all the government employees to enable them use computers and IT facilities effectively in their work.



The Industry Facilitation and IT Promotion Cell at OCAC offers single window services to investors and entrepreneurs for setting up or expanding their operations in Orissa. OCAC participates in national and international events to enhance the visibility of the State and identify potential investors.

The Orissa e-Governance Services Limited (OeSL) was established as a joint venture between OCAC and IL&FS in February 2008 to promote e-Governance in Mission Mode and through Public Private Partnership initiatives in the state. The e-Registration, e-Municipality and Orissa Online Web Portal are under implementation by OeSL. OeSL imparted training on IT and soft skills to 66,000 unemployed youth all over the state in the last eight months to empower them take advantage of the government to citizen (G2C) services and provide them a platform to acquire higher skills in computer usage.

Government recognises entrepreneurship as one of the drivers of growth. Policies and interventions are oriented to nurture entrepreneurship in educational institutions, in start ups, in the tiny, small and medium units. The ICT Policy has been instrumental in attracting bigger IT units to the State and giving impetus to growth of local industry and entrepreneurial spirit. \\

PRADIPTA KUMAR MOHAPATRA
SECRETARY IT, GOVERNMENT OF ORISSA

ASHOK K. PANDA,
HEAD, STATE IT PROMOTION CELL, GOVERNMENT OF ORISSA

e-Governance in Kerala

www.kerala.gov.in

DR. AJAY KUMAR

e-Governance is gaining wide currency in India with the Government of India giving it formal acceptance through policy documents, primarily the National e-Governance Plan (NeGP), 2006. The NeGP mainly comprises of the Central Mission Mode Projects (MMPs), State MMPs and the Integrated MMPs. The State MMPs are primarily those sectors which have greater public service delivery and interface and include Agriculture, Commercial Taxes, e-District, Employment Exchange and Land Records, to name some.

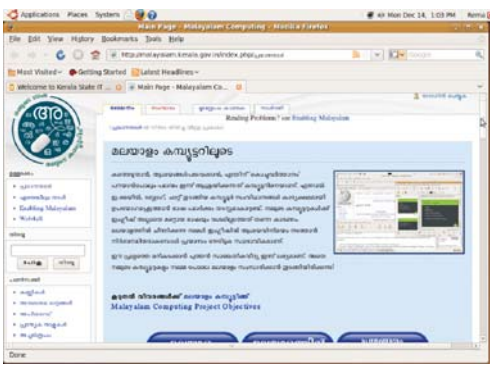
Even before the NeGP, the Government of Kerala was a front-runner in implementing many a citizen-friendly e-Governance projects that served to improve performance, efficiency, quality of service and reduce costs, thereby enabling better utilisation of limited resources. The government is committed to fulfilling the aspirations of the state by sustaining the position of leadership in economic and social development. To achieve this end, it recognises the significance of use of Information and Communication Technologies (ICTs). In its IT Policy 2007, the government has declared its intention to bring about a user-friendly e-Governance system and envisages optimum utilisation of resources in the e-Governance spectrum.

DR. AJAY KUMAR
IT SECRETARY, GOVERNMENT OF KERALA

e-GOVERNANCE INFRASTRUCTURE

All e-Governance applications run on core ICT infrastructure. Though they do not create value by itself, they are essential for the delivery of other ICT applications. The Government of Kerala has taken a lead in setting up three major e-Governance ICT infrastructure projects: the State Data Center (SDC), the Kerala State Wide Area Network (KSWAN), and a network of common service centers in the form of Akshaya centres all over the state. Encouraged by the response generated to the 5000 sq.ft State Data Centre that hosts over 100 government applications, the Government of Kerala has commissioned another Data Centre that will be operational by 2010. The KSWAN has created a common communication infrastructure, linking some 1660 government offices in the state. Akshaya, launched as a pioneering initiative to promote e-Literacy in 2002, has now grown into a network of 2200 centres all over Kerala that provides e-Literacy along with other citizen services including payment of utility bills, educational programmes besides cash transfer facilities. In fact the timely provision of ICT infrastructure has enabled 90 percent of Kerala villages to have broadband access.

As part of the other ICT infrastructure, the government has set up facilities



including video-conferencing facility, citizen's call centre, official email facility, e-Procurement, state spatial data infrastructure, service delivery gateway, public key infrastructure and mobile infrastructure. While effective time and location, independent quick communication and decision making has been the objective behind video conferencing and official email facility, public key infrastructure through digital signatures has served to lend authenticity to email communications. The citizen's call centre has enabled easy and effective government to citizen interaction and information delivery. The call centre database contains details of as many as 35 Kerala government departments/ projects. The mobile infrastructure has been created to leverage the favourable tele-density levels of Kerala. One of the projects that uses the mobile platform is Dr. SMS that delivers health-related information through a short service message.

STANDARDISATION

As part of standardising government applications, as advocated in the IT Policy to create a user-friendly system, the Government of Kerala has launched several common application platforms. These include the Service and Payroll Repository of Kerala (SPARK) that is an integrated repository for payroll management of government employees, MESSAGE that digitises the work flow and improves efficiency by reducing time lags in physical movement of files and IDEAS that enables easy file tracking. For generating uniformity across all government websites and to facilitate real-time and easy updation, the project to migrate all government websites to the content management framework has been launched. The government has also adopted the Universal Access Strategy, by way of which there would be bilingual websites besides having provisions for the differently-abled population through options like 'Read with your Ears'. Facilitating bilingual online content is the Malayalam Computing project that makes available compatible Unicode Malayalam font in computers. Again in keeping with aspects of standardisation, almost all e-Governance projects of Kerala are based on Free and Open Source Software (FOSS), in line with the official policy of promoting free software.

All the projects mentioned under e-Governance Infrastructure and Standardisation are being implemented by the Kerala State IT Mission, the nodal IT implementation wing of the Government of Kerala.

> The government is committed to fulfilling the aspirations of the state by sustaining the position of leadership in economic and social development. To achieve this end, it recognises the significance of use of Information and Communication Technologies (ICTs).

SECTOR-SPECIFIC INITIATIVES

e-Governance has also found application in cancer diagnosis and care through OncoNet Kerala, a project of the Regional Cancer Centre, Trivandrum and in information delivery for agriculturists through Karshaka Information Systems Services and Networking (KISSAN), a project developed and implemented by Indian Institute of Information Technology and Management–Kerala (IIITM-K), Trivandrum for the Department of Agriculture. Serving to create a transparent paddy procurement mechanism is the Paddy Procurement System of the Kerala State Civil Supplies Corporation that has found favour with 50,000 farmers and 60 rice mills, who account for 250,000 metric tonnes of crop every year. Other sector-specific projects will strong spill-over benefits are complete land re-survey of the State through Bhoomikeralam, crime reporting via MMS; a project for the Kochi Police. In a matter of honour, NASSCOM has listed the agency among India's top innovators.

Thus in keeping with the e-Governance objectives of Kerala, it has conceptualised and implemented several initiatives that deliver high-quality citizen-focused services. \\

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Joint Secretary, Department of IT, Government of India and CEO, National Institute of Smart Government

As we enter the consolidation phase of the e-Governance initiatives undertaken so far in India, the focus during 2010 is likely to be on the integration and interoperability of the various systems and applications developed independently. Another focus area would be the evolution of more robust implementation models – how much to outsource and how much to hold within? Data management and security and ownership and control issues, including sharing across programmes, will remain important issues to deal with. The next year may have a closer appraisal of the top-down versus bottoms-up approach. This will also reflect on the Centre-State relations' paradigm.

M.N.VIDYASHANKAR

Principal Secretary, e-Governance Department, Government of Karnataka

- Taking Common Service Centres to every gram panchayat (village level) and building a robust revenue model around them
- Rolling out e-Governance module on the Public Private Partnership (PPP) platform
- Placing State Service Delivery Gateway in position
- Providing bandwidth to every gram panchayat in the state/ country
- Making technology address the issues on 'inclusive governance'

PROF P.W. EPASINGHE

Chairman, Information and Communication Technology Agency (ICTA) of Sri Lanka

- High level government (cabinet level) involvement for e-Governance programmes.
- Setting and implementing the governance models for cross-agency projects such as Lanka Government Network and Lanka Gate.
- Securing the top level government support for finalising the Lanka Interoperability Framework.
- Building the support and buying–in for implementation of cross agency e-Services such as e-Procurement, e-Human Resource Management and e-Financial Management system.
- Finalising the Software Development Governance.

K BALA CHANDRAN
Managing Director
ADC KRONE

- Because of high income inequality in India there exists a digital divide. There is a serious lack of awareness among the lower classes of society about the technological growth in the area of e-Governance.
- Improvement, usage and wide promotion of computer literacy in India
- Reliable connectivity is also a major challenge.
- State level government commitment and leadership to adopt and embrace e-Governance
- Lack of programme management skills have to be overcome by choosing qualified administrators to manage the entire e-Governance network efficiently.
- There is no integration of services offered by the state and Central government. This results in uncertainty as to the payments being made by the individual and makes the entire service untrustworthy.

PRAKASH RANE
Managing Director, ABM Knowledgeware Limited

- The e-Governance issues will be related to the projects under National e-Governance Programme, which are progressing fast.

AMIT CHATTERJEE
Managing Director
CA (India and SAARC)

- Putting the e-Governance Service Delivery Framework (comprising of infrastructural components – SDC, SWAN and CSCs, State Portal and SSDG to test by connecting all the pieces together, pretty much like a jigsaw puzzle, to deliver services to the citizens in a manner which is scalable, repeatable and inter-operable.
- Ensuring timely completion of infrastructure pieces–SDC, SWAN and CSCs so that e-Governance projects, banking on the availability of the same, go as per the schedule.
- Making CSCs self-sustainable, so that their desired objective of extending the reach of government services to the common man in his locality is not just a touch-and-go affair, but a permanent fixture.
- Speeding up service delivery through faster execution and better monitoring and management of both the timelines and the resources and escalation mechanisms.

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SANJEEV KAPOOR
Head, Government and Telecom, Infosys India Business

- Integration of systems across multiple entities such as inter-departments, inter-state etc. Today most of the projects are implemented in silos. However to get the maximum benefit and meet long term objectives these projects need to be integrated
- Change management – This is important not only in terms of cultural change but also in terms of changing operations and business processes that the automated environment will introduce.
- Interoperability and standards framework – As more and more systems are developed using different products it is important to be assured or to be able to select the best product for its systems today or in future irrespective of supplier.

PUNEET GUPTA
Vice-President, Public Sector, IBM India & South Asia

Powerful changes related to demographics, globalisation, environmental concerns, societal relationships, social stability and technology will affect virtually every government, demanding individualised responses suited to each region or locality. These universal drivers will require "perpetual collaboration" that starts with intensified, multi-directional communications, and shared operational and technical standards.

NAVEEN SURYA
Managing Director ItzCash Card Ltd.

- Spreading the e-Governance framework across the nation with enough bandwidth to service the country's rapidly increasing population
- Connectivity framework for making the services reach rural areas of the country or developing alternative means of services such as e-Governance kiosks in regional languages
- National Citizen Database which is the primary unit of data for all governance vertical and horizontal applications across the state and central governments
- e-Governance and interoperability standards for the exchange of secure information with non-repudiation, across the state and Central government departments seamlessly
- A secure delivery framework by means of virtual private network (VPN) connecting across the state and central government departments

5th Anniversary Special

RAJAT MISHRA
Head - Government & Defense Business
Siemens IT Solutions and Services

- Information for All
- Security of information and data protection
- Evolutions of e-Governance from Information download to information exchange
- Learning through the challenges faced in implementation of some large initiatives started in the last two years

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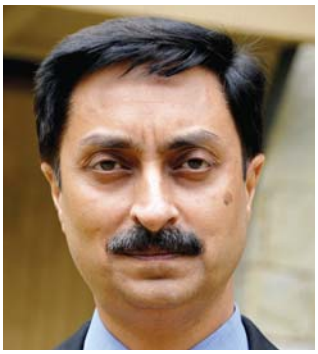

RANBIR SINGH
General Manager, Government and Defence, Wipro Infotech, the India and Middle East business arm of Wipro Ltd.

- Unique Identification (UID) Programme is one of the important programme in 2010. UID is an aggressive e-Governance programme ever attempted. UID Authority of India would attempt to provide ID to all citizens. This is something that was badly needed.
- Security, both at Central level and State level, will be a major governance issue. Automation of police services would be another important issue, in this regard.
- Employment exchange automation will be another governance issue of 2010.
- In the taxation sector, there might be an attempt to remove the multiple tax services, which we have at the moment. This will be possible if all the processes are automated.

PROF. M S SWAMINATHAN
Chairman, M S Swaminathan Research Foundation

Major governance issues include: Scale of the project, defining a clear scope, deployment over inhospitable terrain, permanency of data and transaction trails, applications in local language and obsolescence versus purchase cycles.

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PROF S SADAGOPAN

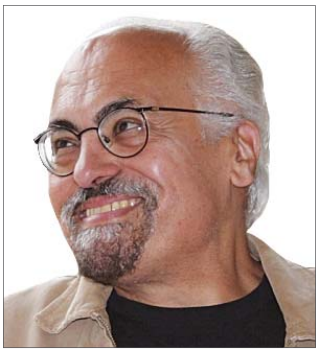
Founder Director, International Institute of Information Technology, Bangalore

- Scaling successful applications
- Overcoming resistance to change
- Availability of staff to support IT applications in government
- Connectivity
- Cost of IT hardware / software / networking

PRAMOD BHASIN

Chairman, The National Association of Software and Services Companies (NASSCOM)

Awareness among the citizenry is an issue to be dealt with seriously. Also, inter alia, synchronising the increase in GDP with the inclusive growth is a big governance issue. Making services online and giving access to the masses is yet another issue. Besides, having known the fact that the broadband penetration has a direct link with the gross domestic product (GDP) growth, its access to masses is still a big issue in India. Viewing in totality, empowering people is critical issue.



NAGY HANNA

Director of the International Center for e-Leadership and Senior Research Fellow at the School of Public Policy of University of Maryland

- Given the recent economic crisis that has covered the globe, and the consequent longer term fiscal and budgetary constraints on governments, a key issue for 2010 will be to mobilise financing for e-Governance in this environment. ICT governance issues concerning interoperability will also grow in importance, particularly as governments like India continue to scale up successful applications, common business processes, and shared infrastructures.
- With increased information sharing, the spread of social networking and mobile technologies, and growing reliance on critical e-Governance applications, data security and privacy will also demand attention. As states take on more systematic and scaled up e-Governance programmes, attention will be needed to build Chief Innovation Officers (CIO) cadre, e-Leadership capabilities, institutional coordination mechanisms at the state and local levels for e-Governance, and for governments at all levels to learn from each others.

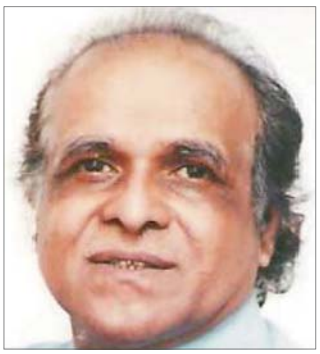
5th Anniversary Special

BIMAL PRATAP SHAH
e-Government Consultant
Nepal

- Government's presence on social media (Facebook, twitter, youtube).
- Search Engine optimization (SEO) of government Web pages.
- Privacy and security
- Open document standards
- Creative Commons

GOPALAKRISHNAN DEVANATHAN (KRIS DEV)
Founder Director, International Institute of Information Technology, Bangalore

- Transparency
- Accountability
- Corruption elimination
- Rights for all to participate in governance
- Free access to Information

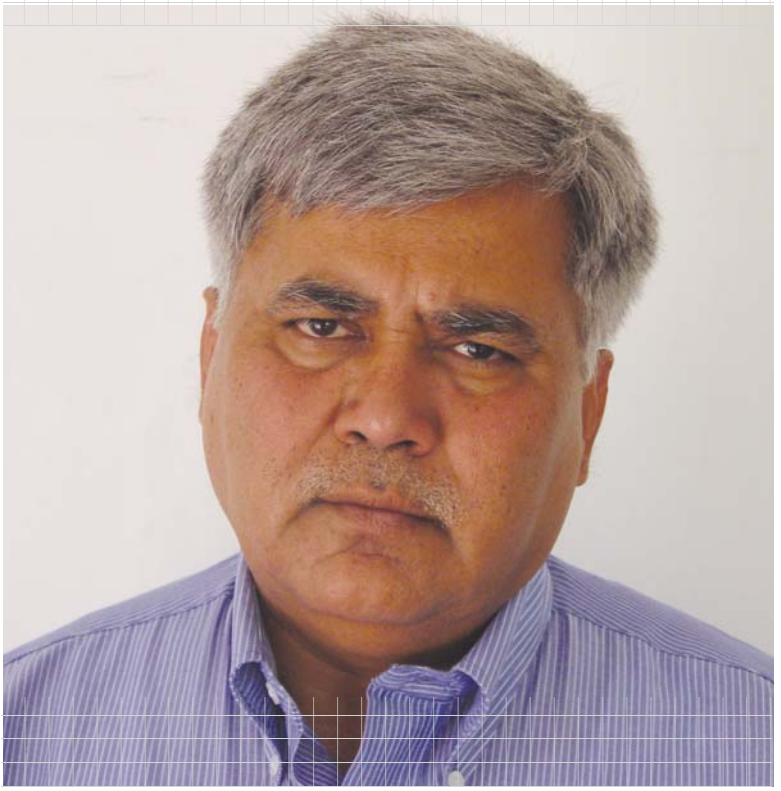


AK JAIN
Visiting Faculty, Delhi School of Planning and Architecture

- Rural governance, economy and productivity
- Citizen identification and e services
- Virtual town hall/round table for citizen participation
- Common platform for unified e-Services, e-Security and e-Governance

Enabling Indentity Management of Billion Plus People

http://uidai.gov.in



R S SHARMA

DIRECTOR GENERAL AND MISSION DIRECTOR, UNIQUE IDENTIFICATION AUTHORITY OF INDIA (UIDAI)

"As the poor citizens do not have an identity proof, compared to the elites and middle class, the UID will be a motivation for this section of the population to have a separate identity of their own, which will be a portable identity- can be proved anywhere, anytime."

"UID does not assure any rights and benefits. It will enable setting up e-Infrastructure, and help in the Identity Management of the citizens."

What are the basic principles behind the unique ID scheme? Can you throw some light on the different dimensions attached with UID?

Two parallel approaches were followed while formulating the Unique ID scheme. The Ministry of Home Affairs, Government of India proposed issuing a card for all the citizens. Additionally, the Ministry of Communications and IT wanted to target the social sector schemes through providing unique identity numbers to the citizens, including the eligible beneficiaries for developmental schemes like National Rural Employment Guarantee Programme (NREGP) and Public Distribution System (PDS).

In 2006, the Empowered Group of Ministers held a number of meetings for the basic formulation and harmonisation of the above two schemes for which the Unique Identification Authority of India (UIDAI) was set up. Essentially, the aim was to target the social sector.

As the poor citizens do not have an identity proof, compared to the elites and middle class; the UID will be a motivation for this section of the population to have a separate identity of their own, which will be a portable identity- can be proved anywhere, anytime.

What would be the roadmap that UIDAI will follow in enumerating 1.2 billion population without duplication?

UID has the sssurance of uniqueness. Every citizen will have just one number. We will a check in the database through biometrics, that the data about an individual has not been duplicated.

We will also develop infrastructure, offering real time online authentication to the citizens, under which, a person having a biometric enabled cell phone can on the press of a button, get the authentication reply.

For higher uniqueness and to avoid duplication of records, the biometrics will be based on face, eye and thumb print recognition.

We have a biometric committee headed by B K Gairola, Director General, National Informatics Centre, which will submit its report on January 10, 2010 confirming the exact biometrics to be used for identification purpose.

So far, the biometrics has not been used by any another government department and body, save Andhra Pradesh where the data is being refined presently with the help of biometrics, for the identity authentication and de-duplication.

As the size of the population is unprecedented in India, the UID project has huge risk and challenges.

On one side, what will a UID number mean for a rural or urban poor lying below poverty line? On the other, what it will mean for the industry and the economy as a whole? How do you see the role of Indian IT players in the project?

UID does not assure any rights and benefits. It will enable setting up e-Infrastructure, and help in the Identity Management of the citizens.

The domestic migrants, daily wage earners like construction workers do not have an identity. With the help of the UID, they will be able to move to banks for micro-credits and opening of no-frills account. The rural folks on the run to different places in search of work, will be able to claim their identity, as and when required.

For the industry, the project throws opportunity [particularly] to device manufacturers and the banking sector has the opportunity for Financial Inclusion. The people involved directly with the project will certainly be able to catch hold the opportunity.

As of now, we have proposed for having a single managed service provider overseeing the Central Identity Data Repository (CDIR). The database will be managed at the central level only as it is easy to manage the data at one point rather than at several points. Data storage in all the states will only add up to the already existing complexities. A pilot Data Centre has been set up for testing the initial operations and the services.

We have floated Request for Proposal (RFP) for a consultant, who will prepare the detailed project reports, and help us in selecting managed service provider.

There are concerns in certain sections, about the integrity, safety and secure usage of the public data, similar to that in UK, where the UID has been rejected. How will you address these concerns?

We are not seeking information that is a secret and which would cause any harm in case of revelation. We are just seeking about an individual his/her name, father's name, date of birth and address.

There is a Committee on Demographic Data Standards and Verification Procedure headed by N Vittal, former Central Vigilance Commissione,r who submitted the report on October 9, 2009. The report dealt with issues such as what data needs to be collected and how the verification has to be done? The committee's recommendations have been accepted.

Can you throw some light on cost of enrolments and the over all project cost?

We have got the first clearance of Rs 147 Crore from the Cabinet. The main cost of the project is the cost of the enrollment and the maintenance of the data repository.

How are you planning to target the rural population, who are not enrolled in any of the development schemes and its database?

We are to finalise the Special Research Groups, which will be doing field work and engaging the non-governmental organisations (NGOs) and bodies working in rural areas and identify the sections of the population which have not been covered under any data bases, including tribal population, and the migrants.

We have also started the voluntary services, through which, an individual can assist in data collection. \\

Pratap Vikram Singh
Gayatri Maheshwary

Securing Digital Identities

The use of Digital Certificate had been a successful and proven initiative by Ministry of Company Affairs i.e. MCA21. MCA21 has changed the way citizens and companies interact with MCA now. The companies can now interact 'online' with MCA instead of the 'in-line', with serpentine queues especially during the peak filing season (October – December every year). MCA21 has created an overall positive environment amongst stakeholders and its adoption can be gauged by MCA21 portal hits / day.

MCA21 has led to efficient delivery of services and supervision of corporate processes through the use of modern information technology i.e. usage of Digital certificates for digitally signing and submitting the documents online.

Now the next initiative in this field is the usage of Digital Certificates in Commercial Taxation. Commercial taxation department has a variety of services, like e-Payments, filing e-Returns, e-Filing of declarations for inter-state goods movement, e-Communication, etc, and to make these services available to the citizens and companies online, the usage of digital certificate (as in MCA 21) is the option.

BENEFITS FROM E-SERVICES

Some of the benefits from e-Services will be:

- Multiple Service Delivery Channels for Taxpayers
- Virtual Single Window System for Taxpayers
- Increased Service time Window for dealers to 24x7
- Reduced Cost of Compliance for dealers –Time and Cost
- Reduced Cost of Collection for each Rupee collected

To avail these services all the citizens or the companies have to procure digital certificates for digitally signing the documents, for proving there identity online. Identities of all should be kept in a secured place to avoid any theft or fraud.

Safenet, the leader in securing digital identities through products like Safenet's e-Token and smart cards. e-Token (known Aladdin e-Token, company now within Safenet management) is a cryptographic smart card in a USB form factor i.e. no reader required. e-Token is used to store and secure the digital identities and to provide two factor authentication. The 'private key' the most important part of the digital identity never leaves the cryptographic memory of the e-Token in any scenario, making the online digital signing to be performed in a secure manner. Majority of the identities in the MCA21 market has been secured by Safenet's e-Token.

SAFENET 'DATA SECURE' FOR SECURING UID DATABASES

Unique Identification (UID), an initiative that will play an active role in protecting people's identities and fighting frauds. As this is related to identities of the residents of nation, it will be very vulnerable to theft and misuse. Sensitive information about the people will be accumulated in the databases at the central level i.e. Central ID repository and at the local level i.e. registrars and enrolling agencies.

The federated databases will need a security mechanism that will ensure the confidentiality of data i.e. encryption.

As the number and severity of security breaches continues to grow, it is increasingly incumbent upon organisations to begin encrypting data inside the data centers. SafeNet offers breakthrough solutions that make it practical to encrypt critical data, and ensure it's secured throughout an organisation. With SafeNet DataSecure™ Platforms, organisations can ensure that they are compliant with legislative and policy mandates for security, and eliminate the risks of a breach. SafeNet DataSecure Platforms deliver comprehensive security capabilities:

- Encrypt critical data in Web servers, application servers, and databases.
- Ensure all access to critical data is carefully managed, logged, and controlled.
- Administer keys and policies in a secure, centralized fashion.

- Ensure security processing is highly scalable and reliable.
- Offloads encryption from the server

DataSecure works seamlessly with leading databases—including IBM DB2, Microsoft SQL Server, and Oracle—delivering capabilities for securely and efficiently managing encryption. DataSecure encrypts data in the database at the column level, and can be used to secure such information as credit card numbers, social security numbers, passwords, account balances, and email addresses. DataSecure significantly streamlines the administrative tasks involved in database encryption—it automates much of the configuration and implementation process and it can be deployed without any disruption to the applications tied to the database.

Data Secure is a hardened appliance and offloads the heavy encryption mechanism from the server and also secures the crypto keys inside, making it more secure and faster in performance then software based encryption. These all functionalities are suitable for big projects like UID where there will be huge amount of sensitive data to be secured. \\

RANA GUPTA
BUSINES HEAD - INDIA & SAARC, SAFENET INDIA PVT. LTD.

The 'Cloud' is Evolution, not Revolution

PRADEEP NAIR

This aspect of cloud computing is simply an evolution of the security practices in traditional outsourcing.

Regardless of all its hype, security in cloud computing is not a revolution; rather it's an evolution of the age old business model of outsourcing. The concept of cloud computing has evolved from the concepts of grid, utility, and SaaS (Software-as-a-Service), and these models have evolved from the Application Service Provider in the mid-early '90's.

The emerging model of cloud computing allows people to tap into a vast network of computers scattered around the world using any type of connected device to analyse an abundance of information on demand. The information resides in massively-scalable data centres, provided by an outsourcer, which are enabled by the maturity and progression of virtualisation technology.

With any outsourcing model, business owners, not service providers, are ultimately responsible for maintaining the confidentiality, integrity and availability of their data.

Before embracing any type of outsourcing model, be it cloud or traditional, businesses must exercise best practices to ensure they are working with a trusted service provider who will be gaining access to and helping protect sensitive company data. It is also important to note that cloud computing is fundamentally an extension of an organisation's environment, and similar vigilance needs to be in place as it relates to periodic assessments of what information is deemed "safe for the cloud."

This new era of computing is as much about the need for security as it is about the need for communication. Businesses must not only trust their service provider, but also, during the information gathering process, enable open communication to ensure proper oversight and control of the information being accessed. A security risk assessment always should be conducted by checking the provider's credentials, from where the service is operated, and to which external assessments the supplier adheres.

Moreover, service providers should provide informational assets and mechanisms that allow for real-time understanding of the security posture. In addition to a security risk assessment, proper security measures must be in place at the customer's premise to ensure secure transactions with the cloud. This is accomplished through implementation of traditional in-depth defense practices such as network and endpoint protection technologies, coupled with managed security services for real-time monitoring and response.

While the majority of businesses remain completely unaware of every day in-house security controls and protections, the act of extending their business out to the cloud amplifies the need to increase understanding of current security models.

A cloud model implementation must offer adequate or better security and management than what currently is in place. By focusing full attention on the data involved, there are several questions businesses can ask themselves to help understand the outsourcing process. Questions such as "Is this data mission critical?" and "Does this data represent private customer information?" enable businesses to determine the level of security they need and if the data is appropriate for the cloud.

Not all business data is appropriate for the cloud model -- as would be the case for any outsourcing. When considering data security, information that has external facing attributes and is not considered mission critical should be considered safe for the cloud. Also, internally, data that is non-mission critical is also considered safe. Regardless, the appropriate levels of security should always be applied to each classification of information while minimising the likelihood of creating security or business exposures. Keep in mind though that if the data is competitive and mission-critical, it might be most secure behind a company's own firewall.

More importantly, for data that is both competitive and mission-critical, companies can best control risk by looking to manage it themselves. So, yes, embrace cloud computing – the potential for businesses to leverage this next-generation capability is huge – but deploy with caution. Trust, but verify. \\

PRADEEP NAIR
DIRECTOR, SOFTWARE GROUP – IBM INDIA/ SOUTH ASIA

Technology Expands the Reach of Services

PROF. SUBHASH BHATNAGAR

INDIAN INSTITUTE OF MANAGEMENT, AHMEDABAD

"Given its semi-literate population dispersed geographically into large number of villages, India has adopted a sensible model in which services to the bulk of the population are expected to be delivered through citizen service."

I feel that there is enthusiasm for implementing e-Governance projects and also an appreciation of the challenges involved. The bureaucracy really needs to step up its efforts to capitalise on this enthusiasm to conceptualise and implement projects.

Please tell us about the state of governance reforms in the country. To what extent the technology intervention can provide the thrust to leapfrog from the current state of governance marred with inefficiencies and malfunctioning to a more citizen centric governance?

Governance reforms in the domain of service delivery have been limited. Right to Informatioin (RTI) was a major step forward but IT enabled reforms that could make the service delivery process transparent and convenient for the citizens have been done in a limited way. Technology can expand the reach of services by enabling the people to access services from rural and urban service centers.

However, the real benefits can be delivered only when use of technology is combined with a complete overhaul of the manner in which services are delivered i.e. process reforms are carried out. Only when unnecessary discretion to delay or deny a service is taken away by implementing a workflow system based on a reformed design of the process this can be achieved.

How do you evaluate the move towards adoption of e-Government model in India, as compared to other countries the world over?

Given its semi-literate population dispersed geographically into large number of villages, India has adopted a sensible model in which services to the bulk of the population are expected to be delivered through citizen service centers located in rural and urban areas. As has been shown in many urban projects, private partners are willing to run the centers because revenues from the user fee make the operations economically viable. However in rural areas economic viability is yet to be established. The cost of operating a rural kiosk is double than that of an urban center whereas the population being served is normally a fraction of what an urban center would serve.

We still need to workout an appropriate incentive structure for the private partners to make rural service delivery sustainable in the long run.

Please throw some light on the state and vitality of political executive's awareness on use of technology in governance?

Awareness of political executives about use of technology in governance is slow but the problem is being addressed. At least a dozen 2-day programmes have been conducted by the National Institute of Smart Governance (NISG) with funding support from the Department of Information Technology (DIT) or cabinet ministers and legislators of different states to create the awareness. During these programmes participants (in many cases even the chief ministers) have listened to presentations on: how citizens and businesses have benefited from some projects; critical success factors in implementing e-Government projects and the role that political executive can play. Participants are taken to service delivery cites of projects like eSeva where they get a first hand feel of the project.

From my personal interactions with many participants, I feel that there is enthusiasm for implementing e-Governance projects and also an appreciation of the challenges involved. The bureaucracy really needs to step up its efforts to capitalise on this enthusiasm to conceptualise and implement projects.

What are the various stages at which information and communication technology (ICT) projects in government fail? How do you see the role of administration, the bureaucracy, in the project implementation?

There are two kinds of failures. The first type of failure is when there is a slow uptake of services and over a short period the service delivery centers cease to operate. A second failure is where e-Government service delivery does not deliver any benefits to the citizens over the manual system and in some cases worsens the situation. The first kind of failure may result from poor choice of technology or inadequate technology infrastructure (poor communication systems and inadequate bandwidth). Another reason can be lack of electric power in rural areas and poor maintenance of equipment. The second kind of failure occurs when project conceptualisation is weak and necessary process reforms are not carried out.

It is the role of the administrator to conceptualise the project in terms of measurable benefits to be delivered to citizens and necessary process reform to be carried out so that these benefits will accrue. Administrators then need to communicate such a conceptualisation with clarity in the Request for Proposal (RFP) to invite private partners. They need to learn the skills of working with private partners, constantly monitoring their performance and also making sure that private partners also earn a reasonable profit from the endeavor. Careful design of Service Level Agreement (SLA) is the main task that administrators need to perform at this stage. Administrators also need to focus on change management to inculcate a service attitude in government employees.

What are the challenges impeding the implementation of e-Governance projects in India?

Infrastructure in terms of connectivity, access to Internet in rural areas, lack of power are major constraints but these are being addressed. Lack of capacity within government as well as private sector to conceptualise projects is a major constraint, which is yet to be addressed. e-Government is seen as automation of some steps in a delivery process without carrying out the necessary process reforms to remove arbitrariness and enhance transparency. Willingness and capacity to re-engineer delivery processes is the biggest challenge. e-Government projects can perform better in terms of service delivery if individual states share their best practices with other states which can help them overcome implementation challenges. \\

Pratap Vikram Singh
pratap@egovonline.net

SHANKAR AGGARWAL

Joint Secretary, Department of IT, Government of India and CEO, National Institute of Smart Government

- With the e-Governance initiatives started in 2002, we are now entering a very crucial phase of ICT led governance reforms in India. Some of the interesting and important facets are: redefining e-Governance; shifting of focus from central initiatives to the state owned initiatives, which then will bring out the regional, cultural and political strengths; focus on better and more comprehensively defined rules and regulations to provide a level playing field for technology providers/players.
- In the next five years, we shall see more mature industry alignments and groupings to offer better solution alternatives and delivery of projects. Also, there will be more focus on the research and development and 'point of action' (POA) and 'point of creation' (POC) based decision-making and solution designs.

M.N.VIDYASHANKAR

Principal Secretary, e-Governance Department, Government of Karnataka

e-Governance will occupy the centre stage with State Data Centre, State Wide Area Network and State Service Delivery Gateway (SSDG) in position. The bottom of the pyramid will become more vociferous in demanding services under the one-stop-shop umbrella. Delivery of services will be equally focussed on 24/7 solutions.

PROF P.W. EPASINGHE

Chairman, Information and Communication Technology Agency (ICTA) of Sri Lanka

- Governments would strive more towards becoming Connected/Integrated Government to provide a single window for all information and service delivery.
- The services would be provided through portals, which are highly customisable to suit individuals' requirements/interests. These portals would be providing/harnessing the social media to achieve the highest level of user participation. The Gov 2.0 would lean towards everything as-a-service orientation with more collaboration, with other private and public partners, enhancing the aspects of Public Private Partnership (PPP).
- The public sector organisation, would work to increase the e-Participation and e-Inclusion to ensure e-Democracy.

e-GOVERNANCE IN THE NEXT 5 YEARS

K BALA CHANDRAN
Managing Director
ADC KRONE

Although still in its infancy, the future of e-Governance looks bright and there is a lot of scope and opportunity. Success in this segment depends, to a large extent, on domain know-how and on how you institutionalise the use of Information Technology (IT) after the implementation of the project. If the challenges discussed in way of implementing e-Governance have been taken care of rapidly, then e-Governance will definitely be in the path of success.

PRAKASH RANE
Managing Director, ABM Knowledgeware Limited

The e-Governance space in India will undergo significant change in next five years in terms of government's readiness to embrace e-Governance to budgets, internal procurement procedures, better availability of project champions. This in turn will lead to more participation by export focused IT industry and there by, expanding the market. There may not be massive improvements in the challenges outlined above but there will be a better appreciation of such issues. This will need a firm political will, supported by constant zeal for good governance.

AMIT CHATTERJEE
Managing Director
CA (India and SAARC)

- In the next 5 years, we see e-Governance realising its vision of making all government services accessible to the common man in his locality. An inter-connected, inter-operable, efficient, transparent and accountable government with services reaching to every citizen irrespective of geography, region or accessibility - the measure of this being the impact created at the grass root level in the rural and semi-urban areas. We see a transformed, citizen-centric governance.
- We also see e-Governance making huge strides towards the socio-economic inclusion of all sections of the society into the mainstream, irrespective of regions and geographies.
- We see a smooth functioning of the various pieces of the jigsaw puzzle put together, with appropriate processes, policies and technologies in place to take care of any exigencies and ensuring that services are delivered to the citizens and other stakeholders at the desired service levels.

5th Anniversary Special

e-GOVERNANCE IN THE NEXT 5 YEARS

SANJEEV KAPOOR
Head, Government and Telecom, Infosys India Business

- Penetration of mobile phone is growing exponentially across length and breadth of our country. Citizens are becoming increasingly comfortable with mobile phones than say computers. There will be a greater integration of mobile phones in e-Governance.
- Increased participation from private players in the form of PPP/revenue share.
- Greater thrust on e-Enablement of current processes through business process re-engineering.
- Common framework and strong alignment to programme management rather than project management approach.
- Increased participation from small and medium enterprises/ segment for Pan India implementation. There is clear intent to make significant investments on e-Governance initiatives in 5 years time. This will create significant opportunities for SME to participate in e-Governance initiatives.

PUNEET GUPTA
Vice-President, Public Sector, IBM India & South Asia

- It has become imperative for India to get into rapid action with regard to the e-Governance initiatives. It is said that every minute during the next 20 years, 30 Indians will leave rural India for urban areas. At this rate, India will need some 500 new cities in the next two decades. We all know that as population centers grow, they are placing greater demands on the city infrastructure that delivers vital services such as transportation, healthcare, education and public safety. Adding to the strain are ever-changing public demands for better education, greener programmes, accessible government, affordable housing and more options for senior citizens.
- With recent advances in technology, there is a possibility to infuse existing infrastructures with new intelligence - digitising and connecting systems, so they can sense, analyse and integrate data, and respond intelligently to the needs of their jurisdictions.

NAVEEN SURYA
Managing Director ItzCash Card Ltd.

- With e-Governance, featuring in the governments five -year plan, the growth and reach of e-Governance is set to increase by double digit in the coming years. The government has undertaken several initiatives to bring about awareness and expand the reach of e-Governance even beyond the metros.
- One will see more and more public-private participations in this sector thus, bringing out the possibility of providing the government initiatives to the common man. There would be significant investment in technology and infrastructure as the segment grows. This sudden change in e-Governance is not only limited to e-Kiosk but participation of general retailers, mom and pop store at all levels, i.e., mass adoption by existing retail infrastructure to deliver these government services through ICT model is the future of e-Governance. However, reaching out to the population living in the rural areas will be a challenge, to be dealt severely.

5th Anniversary Special

e-GOVERNANCE IN THE NEXT 5 YEARS

RAJAT MISHRA
Head - Government & Defense Business
Siemens IT Solutions and Services

In the next 5 years, e-Governance would be a part of life for citizens across India upto Class C cities. There will be lot more Government services available on line. This will create transparency, improve service levels and reduce corruption.

VIJAY YADAV
Managing Director,
UTStarcom

I believe that for a democratic nation of billion plus people like India, e-Governance should enable seamless access to information and seamless flow of information across the state and Central government in the federal setup. It has immense possibility to bring the required change in next five years and noticeably we have the required technology to leverage.

RANBIR SINGH
General Manager, Government and Defence, Wipro Infotech, the India and Middle East business arm of Wipro Ltd.

- e-Governance is still in its nascent stage in India. It is still happening in 'islands'. This scenario will change in the next 5 years, when there will be a whole lot of integration between various e-Governance projects.
- The core IT Infrastructure projects- Common Service Centres, State Data Centre, State Wide Area Network- will be culminated .
- Some critical Mission Mode Projects, such as e-Municipalities, e-Districts, Land Records Computerisation and e-Treasury projects, will be rolled-out across the country.

5th Anniversary Special

e-GOVERNANCE IN THE NEXT 5 YEARS

PROF. M S SWAMINATHAN
Chairman, M S Swaminathan Research Foundation

In the next 5 years the e-Governance capacities will go through its teething phase and the e-Government applications will slowly overcome this and mature to saturate the nation in its effective form.

PROF S SADAGOPAN
Founder Director, International Institute of Information Technology, Bangalore

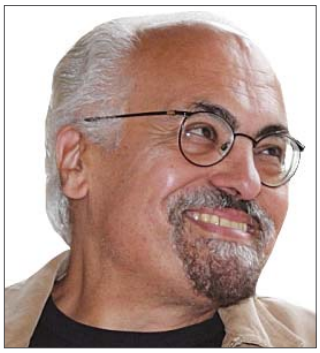
- e-Governance will become the 'norm' than 'exception'
- People demand than government push will make it happen

PRAMOD BHASIN
Chairman, The National Association of Software and Services Companies (NASSCOM)

- There is an enormous scope, we are just scratching on the surface. In five years, I imagine India a corruption free state, where citizens could hold their head high.
- The government records are proactively disclosed and the transparency levels are high.
- The government is spending the taxpayer's money more wisely, in the best possible manner.

5th Anniversary Special

e-GOVERNANCE IN THE NEXT 5 YEARS



NAGY HANNA

Director of the International Center for e-Leadership and Senior Research Fellow at the School of Public Policy of University of Maryland

- I would speculate that e-Governance programmes will put increasing emphasis on continuous innovation and learning, more attention to local government innovation and service improvement, more attention to user engagement and e-Participation. This will in turn require more advanced systems for measuring uptake and progress, benchmarking within and across countries, and effective monitoring and evaluation. e-Governance will become more central to administrative reform and national competitiveness. Mobile devices and social networking tools will also become important and integrated with client services, and will become major sources of user-driven innovation in government.
- Governments will also strive to realise economies of scale and reduce the energy requirements from investing in information technology, with the benefit of consolidated data centers, broadband, cloud computing and the sharing of various computing and information infrastructures.

BIMAL PRATAP SHAH

e-Government Consultant Nepal

In next five years, I see implementation of e-Government projects that were envisioned in the e-Government master plan of Nepal. However, I feel the government will realise prerequisites that are necessary for success of e-Government in Nepal. Unfortunately, the prerequisites were not addressed in the e-Government master plan. For example, establishment of lucrative career system for ICT professionals. Without lucrative career system in place, Nepal will not be able to bear the fruits of e-Government.

GOPALAKRISHNAN DEVANATHAN (KRIS DEV)

Founder Director, International Institute of Information Technology, Bangalore

- e-Governance should be made the top most priority factor of governance of the nation
- Every department / arm of the government must introduce online transparency and accountability using e-Administration Open Source e-Platform.
- Every citizen must have a Single Multi Purpose Biometric Smart Card (with multiple biometrics - fingerprints, iris, facial, palm vein and DNA) cum bank Debit Card use of which must be made mandatory for all communications / transactions for total transparency and accountability.
- Every public authority must throw open all its records and transactions online for public scrutiny and respond publicly to citizens complaints.
- Equality of opportunity free from corruption and nepotism should make the life of the common man better livable with all round peace and prosperity.

5th Anniversary Special

K. BALA CHANDRAN
Managing Director for India & Subcontinent Markets
ADC KRONE

PROFILE

Joining ADC KRONE in 1991 and serving in various positions across Marketing & Business Development, Bala Chandran is currently the Managing Director for India and Subcontinent markets for this US headquartered company. The man behind the successful 'KRONE' products – a by-word for physical connectivity in communication networks in India - Bala believes that physical layer infrastructure is foundational to any network – Copper, Fibre or Wireless. Over the years he has played a key role in positioning ADC through its gaining of KRONE as a key player in the network infrastructure space covering copper, fibre and wireless within the Indian market and also expanded the company's operations into cabling infrastructure for enterprises resulting in a very profitable year-on-year growth.

Presently he is leading some thought leadership activities relating to Fibre and FTTX initiatives, Active Infrastructure Sharing for rural connectivity for the company, which involves development of an appropriate technology solution for India. Bala has a keen interest in blending spirituality with corporate life besides serving on several committees of the CII, Manufacturer's Association for Information Technology (MAIT) and Boards of organisations in the telecom software and facilities management space. He is also an Executive Council Member and the Southern Regional Chairman for the Association of Telecom Enterprise and Manufacturers (TEMA) and also serves as a board member of Subex Systems Limited.

NARESH WADHWA
President and Country Manager
Cisco Systems – India & SAARC

PROFILE

Naresh Wadhwa, is the President and Country Manager for Cisco – India & SAARC region. Prior to this, Naresh was heading the Marketing organisation for Asia Pacific based out of Hong Kong.

An industry veteran of 18 years, Naresh joined Cisco India in January 1998 as a Sales Manager, and was responsible for driving Cisco's Enterprise, Commercial and IT services Business. Naresh successfully managed and grew the business four-fold and laid strong foundation for Cisco's success in the Indian market. Subsequently, Naresh was chartered to grow the Telecom Business in India where he architected some of the largest wins for Cisco globally and grew the business substantially.

Prior to his Marketing role in APAC, Naresh was responsible for Channels, Commercial, Sales Operations and Advanced Technologies across North Asia based out of Hong Kong. During his tenure, Naresh was instrumental in driving the strategy for Cisco's foray into new markets for products and technologies across this region.

Earlier to joining Cisco, Naresh has worked with 3Com Asia Ltd and Wipro Infotech in India.

Naresh has completed his Engineering in Electronics from Mumbai University.

NAVEEN SURYA
Managing Director,
Itz Cash Card Limited

PROFILE

Naveen Surya, Managing Director, Itz Cash Card Ltd., has been one of the guiding forces in the conception of ItzCash. He brings with him over nine years of global exposure and the latest in management and business practices from his stint with several domestic and international firms.

Naveen Surya was associated with TCS for four years where he worked on various projects for organisations and institutions including Director General Shipping (India), ACC, GE Capital (UK) and UBS (Japan).

An Innovative thinker driven by clarity of vision, Surya believes in the Maxim "Keep things simple for the customer". Under his stewardship, ItzCash is today one of the only "Multi Purpose Prepaid Cash Card" and the leader in this sector offering a portfolio of customised e-Commerce and m-Commerce solutions in the B2B and B2C space.

Naveen Surya is an associate member of the Institute of Company Secretaries of India (CS). After completing his L.L.B, he did his MBA (Finance) from Mumbai University.

NEERAJ GUPTA
General Manager, Public,
Dell India

PROFILE

Neeraj Gupta has been part of Dell for 7 years and has held leadership roles in Dell International Services as well as Dell APJ. He is the General Manager for Public, Dell India.

With over 14 years of work experience, Neeraj has worked with companies like HCL, HP and Unilever for their sales divisions. He has also worked extensively in the area of consulting for sales and CRM with Accenture.

Neeraj has a Bachelor's Degree in Electrical Engineering from Punjab Engineering College and an MBA from Indian Institute of Management, Calcutta.

PUNEET GUPTA
Vice President – Public Sector
IBM India Ltd.

PROFILE

Puneet Gupta is the Vice President for Public Sector in IBM India based in New Delhi. He is responsible for business development for all IBM products and services to government and healthcare organisations in India. In his current role Puneet's focus is on e-Governance solutions and strategic initiatives on Information Technology, with various government departments. Puneet has been with IBM for over 13 years and has held positions in several groups ranging from PC business, Channels and Unix Server business. In his last role Puneet was the head of Unix Server business and was responsible for growing the business for IBM and increasing market share substantially. Prior to joining IBM Puneet worked with Wipro Infotech in various roles in sales and marketing. Puneet has a wide and rich experience of working with corporate and government customers for enterprise wide solutions.

Puneet is part of the CII Defense sub-committee on IT & Communications, and participates in several industry forums on Information technology.

Puneet graduated from IT-BHU in Mechanical Engineering and did his Post Graduation in Business Management from IIM-Bangalore apart, from participating in several leadership and management programmes.

RAJAN ANANDAN
Managing Director, Microsoft
Corporation India Pvt. Ltd

PROFILE

Rajan Anandan joined Microsoft Corporation India Pvt. Ltd in September 2008. As the head of the Sales and Marketing operations for Microsoft India, Anandan's responsibilities include growing the sales and marketing operations, driving strategic partnerships and alliances with global platform partners, channel partners, international and local OEMs services, telecommunications industries and the system builder community.

Prior to joining Microsoft India, Anandan worked with Dell India as the Vice-President and General Manager for Dell India and was instrumental in Dell India growing from $250 million to over $800 million in revenues. Before leading the India subsidiary for Dell, Anandan held various global leadership roles across Dell International Services including a stint as the Executive Assistant to Michael Dell, Chairman, Dell Computers.

Anandan started his career with McKinsey & Co., where he was a Partner in McKinsey's Chicago office from 1992 to 2003.

A mechanical engineer and an alumnus of Massachusetts Institute of Technology, Anandan also holds a Master's degree in Manufacturing Systems Engineering from Stanford University.

RANA GUPTA
Busines Head - India & SAARC-
SafeNet India Pvt. Ltd.

PROFILE

Rana Gupta, Business Head - India & SAARC, SafeNet India Pvt. Ltd. is the voice for the company to customers and industry partners. His management style and vision has resulted in innovative and timely strategies that have been recognised and under his leadership SafeNet has been experiencing good growth.

Before becoming Business Head for India & SAARC, Rana Gupta served as the Vice President (VP) of Engineering, Director of Sales and on Board of Directors with SafeNet India. As VP of Engineering his role was to facilitate the fulfillment of organisation's business needs. Engineering teams out of Amsterdam, Beijing, Helsinki, Irvine (USA) and Noida were reporting to him. With engineering activities happening in parallel in multiple time zones, this role needed to ensure that the benefits of distributed development environment were reaped in the wake of challenges posed by the teams working in the remote locations, in different time zones, and belonging to different cultures. Since November 2008, Rana Gupta is also the Director of Sales and managed the sales out of India. As a result of his innovation and leadership, subsequently he was appointed Business Head for India & SAARC. Currently he is involved with product / service areas like Software Rights Management (HASP and Sentinel Hardware Tokens, Sentinel RMS, Sentinel EMS), Authentication (e-Token, e-Token Anywhere, e-Token Pass, SafeWord, TMS) and EDP (High Security Module, PH-EFT, DataSecure).

Rana Gupta holds a Master's Degree in Electronics & Communication engineering with specialisation in Control and Guidance.

SANJEEV KAPOOR
Head, Government and Telecom,
Infosys India Business

PROFILE

Sanjeev Kapoor heads Government and Telecom for Infosys' India business. Sanjeev is a seasoned veteran with over 17 years of domestic and international experience and brings strong focus on e-Governance and Public Private partnership. Sanjeev has done B.Tech from IIT Kanpur and has a deep understanding of the rapidly transforming IT services market . He is highly respected by his industry peers. In his role, Sanjeev plays a trusted advisor role, helping Infosys customers plan and deliver on large business transformation initiatives.

sify

SUDHIR AGGARWAL
Senior Vice President and Head of Government Initiatives,
Sify Technologies Limited

PROFILE

Sudhir Aggarwal joined Enterprise Division, Sify Technologies in January 2008, as Senior Vice President and Head – Government initiatives. He is responsible to focus in creating large and strategic opportunities in the government for Sify.

Sudhir has been involved in various e-Governance initiatives and projects in India in his various capacities. Sudhir has successfully participated in the various Mission Mode projects under NeGP, Government of India.

Sudhir has been the driving thought leadership within e-Governance space on current topics like GPR, SaaS … XaaS, Stakeholder Dashboard, UID, and so forth.

Prior to his tenure at Sify, Sudhir held the positions of:

- General Manager, Government (Business Development) at Oracle
- Industry Manager (Government) at IBM India
- Various positions with HCL Infosystems Ltd. In his 17 years long career: Country Manager (Professional Services), ERP Practice Head, Resource Manager, Head – PSU Mumbai.

Sudhir is a Commerce Graduate from Delhi University in 1984, followed by Diploma in Computer Applications from NIIT in 1985.

eRAJASTHAN SUMMIT

Voicing Regional Concerns of Stakeholders in ICT

eRajasthan Summit, 18th December, 2009, Four Points by Sheraton, Jaipur

www.eINDIA.net.in/eRajasthan

Centre for Science, Development and Media Studies (CSDMS) along with Department of IT, Ministry of Communication and IT, Government of India, National e-Governance Plan (NeGP), Government of India, as Co-organisers, launched the e-Rajasthan Summit, in association with UN Solution Exchange, Global e-Schools and Communities Initiative (GeSCI) and Indira Gandhi National Open University (IGNOU) as supporting partners.
The spotlight was put on Rajasthan initiatives and efforts in bringing about a digitally inclusive society. It highlighted the role of ICTs playing the harbinger of a silent revolution in obscure towns and villages, of acknowledging the efforts and addressing the challenges, and of bringing all stakeholders with common concerns into one platform, the eRajasthan platform.

The one-day eRajasthan Summit aimed at active knowledge sharing, showcasing of existing e-Education, eHealth, eAgriculture, Telecentre, eGovernance and Municipal IT initiatives in the state, deliberated on the way forward, and sought to provide a platform to exchange ideas and promote capacity building.

After the welcome note, Dr Ravi Gupta, Executive Director, CSDMS and Convener, eRajasthan 2009, provided an overview of the efforts of CSDMS in bringing ICTs closer to the masses. He reiterated that the efforts of CSDMS have consistently been focused on making ICTs more valuable and have delved deeper into finding out ways and means on how ICTs can have an enriching and socially relevant role in society. After having established its reach in the major metros through eINDIA, CSDMS has now proposed to go local through the eRajasthan Summit.

In his inaugural address, Shri Vipin Chandra Sharma, Principal Secretary, Technical Education, Government of Rajasthan, spoke about the value and importance of ICTs in all spheres of development and governance. Economic development, he said, is propelled by the incorporation of technology and advancements and has contributed tremendously towards creating citizen friendly services. The National Rural Employment Guarantee Act and several other schemes have promoted social security and livelihood for the rural poor. Land records computerization project in Rajasthan has been a commendable effort that has been implemented at the grass roots. It has proved to be a boon for the villager, citizen, and government revenue officials. Thus the State of Rajasthan has and will be using the tremendous ICT potential to move ahead in the development agenda.

Dr Sanjay Tyagi, Centre Head and Additional Director, STPI, Jaipur, emphasised on the potential of smaller cities like Jaipur to use and exploit the ICT potential to transform the State of Rajasthan into a development hub. According to him, Rajasthan needs to recognize its strengths and weaknesses and act on it to address key concerns. Rajasthan has tremendous potential in eGovernance and other domains. It is for the state government to be willing to exploit these potential and achieve new heights for the state.

Dr S N Ambedkar, Regional Director, Indira Gandhi National Open University Regional Centre, Rajasthan, stated that the state has a literacy rate of only 60%. Some of the reasons for the same include: Rajasthan's population density of 165/ km^2 which is half that of the national average of 313/ km^2; Climate conditions and lack of transport infrastructure; and girls from traditional families with cultural restrictions who are not allowed to go to college in another city/town. One of the ways to meet the needs of the people, especially women in the state of Rajasthan is distance education delivered through ICT.

Ashish Garg, Asia Regional Coordinator, Global e-Schools and Communities Initiative (GeSCI) highlighted the role of GeSCI in providing equitable access to knowledge, and the ability and capacity to create and share knowledge for society's overall development. GeSCI's work has been guided by the principle of knowledge building and sharing – a principle that helps developing countries build their own knowledge and innovation institutions and structures.

Keynote address by Shri Vipin Chandra Sharma, Principal Secretary, Technical Education, Government of Rajasthan

Panelist at the School Education Session: (From Left) M D Shivankar, Safeena Hussain, Ashish Garg, Dr Manju Gupta, Nitesh Mathur and Dr Ravi Gupta

SCHOOL EDUCATION

INTEGRATED USE OF ICT IN EDUCATION PEDAGOGY: THE BLENDED LEARNING APPROACH

The objective of the School Education was to deliberate on ways to integrate technology in the education pedagogy to make it more inclusive and participatory for students. The participants in the panel discussion included:

Chair: Ashish Garg, Asia Regional Coordinator, Global eSchools and Communities Initiative (GeSCI)

Panelists: Dr Ravi Gupta, Director, CSDMS; Safeena Hussain, Executive Director, Foundation to Educate Girls; Dr Manju Gupta, Regional Director, NIOS Regional Centre, Rajasthan; Nitesh Mathur, Project Manager, Networking Academy, CISCO; M D Sivankar, Managing Director, Rajasthan Knowledge Corporation Limited.

KEY DISCUSSION OUTCOMES

Ashish Garg opened the session by highlighting the glaring need for incorporating and addressing region specific requirements in education. Rajasthan has a history of knowledge for production. Need for inclusive education is a crucial agenda which needs to be taken up on an urgent basis.

According to Safeena Husain, reforming the existing education system to bridge the gap between the education being imparted in private schools and government schools is important. The need is to work with local governments and parents in order to promote a feeling of community ownership towards education. The objective has to be to make the schools work for girls and to ensure that no school-age girl is out of school.

Dr Ravi Gupta was of the opinion that the mind of the learner needs to be explored to incorporate specific needs of the target group into education. Technology in education is important but at the same time, it is important to understand the learners' mind. The Right to Education Bill is an important milestone, although the actualization of the objectives of the same is of great significance. Implementation of education policies in all states requires understanding of regional biases and preferences. It has to be need specific and location specific. Sharing and dissemination of knowledge requires understanding of the local ethos and customs.

Manju Gupta reiterated the commendable work being done by NIOS in using technology for educating the students. The Distance Education Programme is engaged in capacity building of educational institutes in all states, such as State Councils of Educational Research and Training (SCERTs), District Institutes of Education and Training (DIETs) etc. with the objective of improving quality of education at the elementary level by evolving strategies for continuous training of teachers and other functionaries.

M D Shivankar explained the role of RKCL in creating a network of training centres in order to address the capacity building requirements. They have trained more than 50000 people and has 10 Program Support Agencies and a network of 1370 computer centers, named as IT Gyan Kendra (IT-GK) which are fulfilling the motive of spreading IT literacy across the state.

According to Nitesh Mathur, the Internet and education are the great equalizers of the next century, creating enormous opportunities for people and countries that succeed in harnessing the power of information and knowledge. The advent of globalization, has juxtaposed the prowess in IT with strong educational system and networks for bringing about an ICT revolution.

HIGHER EDUCATION

RESTRUCTURING THE EDUCATION AGENDA TO MAKE IT DIGITALLY INCLUSIVE

The objective of the session was to deliberate on the new practices that can be assimilated to ensure that students get better and affordable access to higher education. The participants at the panel discussion included:

Chair: Dr S N Ambedkar, Regional Director, IGNOU Regional Centre, Rajasthan

Panelists: A M Thimmiya, Member of Academic Senate, DDE, Sikkim Manipal University; Prof. Nutan Bharti, Educational Technology Department, NIIT University, Rajasthan; Dr Sharad Sinha, RIE, NCERT, Ajmer, Rajasthan; RC Chhipa, Coordinator, Doctoral Guidance Committee, SGVU, Jaipur; Anand Mani Shandilya, Manager, Morarka Foundation

KEY DISCUSSION OUTCOMES

Dr Ambedkar highlighted that the national agenda seeks to increase the present situation of enrollment into higher education to 11%. Access to higher education and quality content is important. Open courses provide an effective platform for learners, especially in states like Rajasthan, where the geographical terrain is a major factor. Inclusion as a concept goes beyond just providing access to distance learning.

Dr Sinha highlighted that the regional centres at Ajmer have courses for capacity building and teacher education. The CII Macinkesy report has said that only 65% of the Indian graduates are employable. Skills training is the need of the hour.

R C Chippa highlighted that by leveraging on ICT, it is possible to teach better to a wider audience, thereby breaking the geographical barriers.

Anand Mani Shandilya stated that the Morarka Foundation seeks to provide


Dr S N Ambedkar, Regional Director, IGNOU Regional Centre, Rajasthan, speaks at the Higher Education Session

seamless, hassle free and low cost communication between the producers and consumers through an integrated IT-ICT platform has been developed, with great amount of cooperation and assistance from IT Service Providers.

A M Thimmiya highlighted the EduNxt initiative launched by Sikkim Manipal University's Directorate of Distance Education which aims to provide students with a plethora of resources not possible in the existing physical mode so they learn through collaboration. This has been particularly useful in Rajasthan that has only 20 universities and is not able to cater to all prospective students.

According to Prof Nutan Bharti, there has always been a need to integrate technology into education. Synchronous Learning Technology allows students to be connected face-to-face with faculty from across the world.. IT can be used to add cognition and skills addition.

eHEALTH SESSION

TRANSFORMING HEALTHCARE SERVICES THROUGH ICT

The objective of the session was to deliberate on the challenges, opportunities and success stories of Rajasthan in using ICT for healthcare. The eHealth session participants included:

Speakers: Group Cat. (Dr) Sanjeev Sood, Senior Medical Officer and Hospital Administrator, Indian Air Force, Jodhpur Prateem Tamboli, Deputy General Manager, Escorts Fortis Hospital, Jaipur

Dr (Col) R K Chaturvedi, Executive Director, Bhagwan Mahavir Cancer Hospital and Research Centre, Jaipur.

KEY DISCUSSION OUTCOMES

Transforming health care through technology has reached a new era of promise. Through prompt and more accurate diagnosis, less invasive procedures and better treatment options, medical technology is rapidly altering the face of health care.

Dr Sood with his theme presentation focusing on latest advancements in use of ICTs in healthcare. Spoke about the need for a paradigm shift in mindset of clinicians in order to actualize the real success of eHealth. He urged the government to take proactive measures for encouraging the uptake of technology in public health institutions and leverage available ICT tools for addressing rural health services and continued medical education.

From Left: NIC representative, M D Kaurani, Chief Information Commissioner, Rajasthan Information Commission; Dr Sanjay Tyagi, Centre Head and Additional Director, STPI, Jaipur; Arvind Sharma, Technical Director, NIC, Rajasthan, Pankaj Sharma, Manager, Morarka Foundation

Tamboli underlined the benefit of taking a holistic approach of IT in healthcare organisations. He held to the belief that a strong intent and commitment from senior management holds the key to success of any IT implementation.

Dr Chaturvedi talked about his stupendous work in using telemedicine for cancer treatment and oncology research. Sharing his efforts in this direction, he highlighted the challenges faced for telemedicine practitioner in terms of the cost of connectivity and equipments, and the lack of sustainable business models for long term provisioning of such services.

eGOVERNANCE

eGOVERNANCE IN RAJASTHAN: VISION AND STRATEGIES FOR THE FUTURE

The objective of the session was to highlight the efforts being made in Rajasthan for the growth and development of IT and IT enabled services in the state with the objective of taking forward the development agenda. The participants at the session included:

Moderator: Dr Sanjay Tyagi, Centre Head and Additional Director, STPI, Jaipur

Speakers: Ashwini Kumar Sharma, Executive Director and MD, RajCOMP, Government of Rajasthan; M D Kaurani, Chief Information Commissioner, Rajasthan Information Commission; Arvind Sharma, Technical Director, NIC, Rajasthan, Pankaj Sharma, Manager, Morarka Foundation.

KEY DISCUSSION OUTCOMES

The Government of Rajasthan has identified IT and ITeS as a major thrust area for the growth and development of the state. It enunciated an IT policy for Rajasthan in the year 2000 for the first time and has come out with a new IT and ITeS policy for 2006-08.

The Department of Information Technology & Communications (DoIT & C) was established by the Government of Rajasthan in 1987 under the Planning Department with the key objectives of formulating IT policies, creating IT awareness and providing technical consultancy to the state government departments in their computerization activities.

Rajasthan State Agency for Computer Services (RajCOMP) was established as consultancy and project implementation agency in 1989, to cater to the increasing scope of application of IT in the Government Sector.

e-Governance is a way for governments to leverage the Information and Communication Technologies (ICT) to provide people with convenient access and better quality of government information and services and to provide greater opportunities to participate in democratic institutions and processes.

The state of Rajasthan would benefit greatly from an overall enterprise IT strategy for achieving the collective business objectives of its departments. An IT Strategy that is based on an overarching business strategy rather than separate, unaligned individual department strategies would allow executive department agencies, constitutional offices, the Legislature and the judicial branch to focus their energies and resources to enhance value and introduce cost-effective operations throughout the government. \\

eRajasthan Awards

Felicitating initiatives in Rajasthan in the use of ICTs

The eRajasthan Awards was an integral part of the eRajasthan Summit instituted with the primary aim of felicitating and acknowledging regional initiatives in the use of ICT for Development. The eRajasthan awards have been instrumental in promoting the most innovative initiatives in the domain of ICTs for Development and to spread awareness about the role of ICTs in addressing social concerns. Details of the Award winners have been elaborated as below.

3639 The total number of online voting received for eRajasthan Award Nominations

DIGITAL LEARNING ICT ENABLED SCHOOL OF THE YEAR
JURY AWARD

Project: Computer Aided Teaching
Implementer: Mahaveer Public School, Jaipur, Rajasthan

The School's Computer Aided Teaching Software is installed in 40 classrooms right from class I till XII. The programme focuses on providing subject specific capsules of 4-5 minutes duration on various topics, which can very well be accommodated in a 40 minutes teaching period. The programme includes a 29" colour TV and a computer in every classrooms. The textbook study is well integrated with audio-visual aids.

DIGITAL LEARNING ICT ENABLED SCHOOL OF THE YEAR
PUBLIC CHOICE AWARD

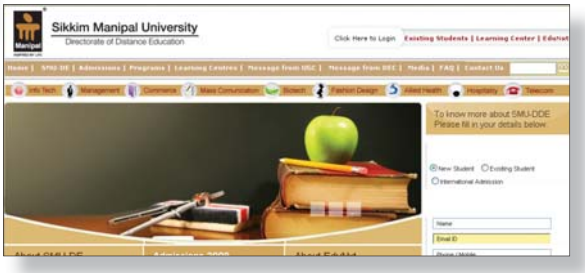
Total Votes - 325
Seedling Public School - 115 votes

Project: Technologically Savvy Model of Education
Implementer: Seedling Public School, Jaipur, Rajasthan
Website: www.seedlingschools.com

Seedling Public School has adopted a Technologically Savvy Model Of Education to include the BhartiyaVidya Solution as a Teaching Aid which uses audio visual aids to support teaching in class. This software is implemented through two JIL Labs. This software helps the teachers to present the complicated and theoretical solutions of a subject in a much simpler and easy manner by presenting them in audio/visual format.

DIGITAL LEARNING ICT ENABLED UNIVERSITY OF THE YEAR
JURY AWARD AND PUBLIC CHOICE AWARD

Project: Edu Nxt
Implementer: Sikkim Manipal University- Directorate of Distance Education
Website: www.smude.edu.in



The primary objective behind EduNxt, in Rajasthan, was to provide Sikkim Manipal University DE students with a plethora of resources not possible in the existing physical mode so they learn through collaboration. This is particularly useful in Rajasthan that it has only 20 universities and is not able to cater to all prospective students. In such a scenario technology is the right solution to deliver quality education.

DIGITAL LEARNING CIVIL SOCIETY INITIATIVE OF THE YEAR
JURY CHOICE AWARD

Project: Technology Tools for Teaching and Training Project
Implementer: Education Development Center (EDC)
Website: www.idd.edc.org/t4india

As part of its Technology Tools for Teaching and Training (T4) project, EDC implements interventions aimed at improving

teaching and learning in government schools in eight states in India. In Rajasthan, the T4 project launched its partnership with the Rajasthan Council of Elementary Education (RCEE) with the first of three Hindi-based IRI series – English is Fun Level 1. The objective of the project is to improve the comprehension and speaking abilities of children in English.

PUBLIC CHOICE AWARD

Total Votes - 287
Hole-In-The-Wall-Education Limited - 165 votes

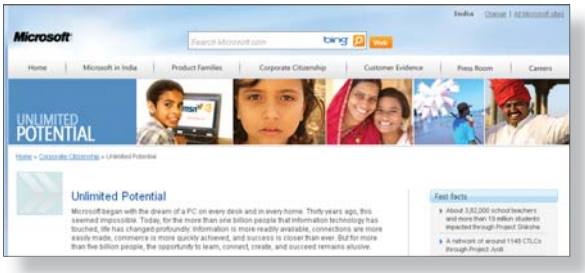
Project: HiWEL
Implementer: Hole-In-The-Wall-Education Limited
Website: www.hole-in-the-wall.com

The first HiWEL project in Rajasthan was implemented in 2003 in remote villages of Khuri, Sankada and Kishangarh, near Jaislmair. The broad objectives of this project included: To create a synergistic model that leverages HiWEL's Minimally Invasive pedagogy to provide educational services to underserved areas; and create a more directed effort regarding out of school children by improving the effectiveness of learning.

DIGITAL LEARNING PRIVATE SECTOR INITIATIVE OF THE YEAR

JURY CHOICE AWARD

Project: Jyoti in Rajasthan – UDAAN
Implementer: Microsoft Corporation (India) Private Limited
Website: www.microsoft.com



The objective of the project is to facilitate the identification and availability of potential livelihood options for 13,500 below poverty line youth between the ages of 18-30 years, over a 21 month project duration (including 1st 3 months for groundwork and 18 months for the core training component). Each course includes a life skills module, which runs through 10-15 days and is considered the 'induction period'. For the next 2 months the participants break off into technical training groups in their sector of choice. The final 15 days are spent in on-site training.

PUBLIC CHOICE AWARD

Project: Cisco Networking Academy
Implementer: Cisco Systems, Inc.
Website: www.cisco.com/asiapac/academy

The Cisco Networking Academy programme aims in spreading awareness about using and applying a variety of technologies thereby helping themselves and influencing society at large. Cisco Networking Academy, by leveraging public-private partnerships, reaches students from virtually every socioeconomic background and region and helps individuals to compete in the global marketplace.

eGOV G2C

JURY CHOICE AWARD

Project: eGram
Implementer: NIC, Jaipur, Rajasthan
Website: www.jodhpur.nic.in

The objective of the eGram project was to ensure an efficient service delivery mechanism to the citizens in coordination with the line departments. Today every department has some kind of ICT infrastructure, most of them even hooked to the world of Internet through BSNL's broadband facilities or through other ISPs. NICNET has its footprints in all District headquarters on the state, duly equipped with High bandwidth info-highway. Where ever connectivity is available at block level, data capturing has been decentralized.

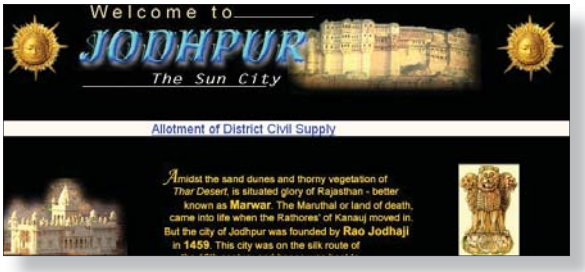
eGOV G2C

PUBLIC CHOICE AWARD

Total Votes - 576
PayManager - 136 votes

Project: Payamanager
Implementer: National Informatics Center, Rajasthan

The PayManager is meant for the employees of the Government of Rajasthan State. It provides the common and



integrated platform to prepare the pay bills of the employees. It is the unique software used by the Drawing and Disbursing Officers (DDOs) of the State. The software is being used by the around 9500 DDOs covering around 3.35 Lakh employees. The Software not only provides the facilities for Pay bill Preparation but also preparation of DA Arrear, Bonus, Arrears and Leave encashment Bills.

eGOV PRIVATE SECTOR INITIATIVE OF THE YEAR
JURY CHOICE AWARD

Project: Preparation of photo indent cards for Rajasthan voters
Implementer: Vakrangee Softwares Limited
Website: www.vakrangee.in

The scope of project included preparation of voter list data for respective state, data verification, and project execution planning. The complete project was successfully executed within 12 months of operation. Vakrangee had deputed thousands of field for the project along with laptops, web camera, printer, generator, server, mobile vans, lamination machine etc. on the site. Work was executed all over India including Rajasthan.

eGOV PRIVATE SECTOR INITIATIVE OF THE YEAR
PUBLIC CHOICE AWARD

Project: HCL's & SKIT's interoperable ICT innovation – Finmate
Implementor: HCL and SKIT

HCL, with its mission to lead the financial revolution and other e-governance business in India towards payment services for customers and business accounts, provides world-class technology, industry experience, technology expertise and excellent service to its customer and business partners, has invented an innovative technology- Finmate: an interoperable Financial Management System. It is an interoperable ICT enabled solution in a box to maintain all types of bank accounts at organization level. FinMate is a portable product with web camera, biometric scanner, printer & RFID integrated into it.

eGOV G2B
JURY CHOICE AND PUBLIC CHOICE AWARDS

Project: Rajasthan VAT – IT Implementation Project
Implementer: Commissioner, Commercial Taxes Department, Jaipur, Rajasthan
Website: www.rajtax.gov.in

Total Votes - 298
VAT – IT Project - 98 votes

With the implementation of Value Added Tax (VAT) regime from April 2006, Commercial Taxes Department (CTD), Government of Rajasthan started the ambitious Rajasthan VAT – IT Implementation Project for providing the stakeholders – both internal and external, a single, integrated, comprehensive, user-friendly, IT System catering to taxation business processes. The project's key Performance indicators and goals have included: to provide 24*7 availability of services to tax payers, daily updated dashboard and MIS for informed & pro-active decision support, holistic view of state-level transactions and health of tax revenue collection on real-time basis, reduction in errors of processed documents and proper data management etc.

eHEALTH INITIATIVE OF THE YEAR
JURY AWARD AND PUBLIC CHOICE AWARD

Project: Make Me Healthy
Implementer: Truworth Health Technologies Private Limited, Jaipur, Rajasthan
Website: www.truworth.net; www.makemehealthy.in

Total Votes - 241
Truworth Health Technologies Pvt. Ltd - 155 votes

The project is a pioneering and unique venture in India in the field of Lifestyle Health & Chronic Disease Management and is taking Preventive Healthcare to the doorsteps of the people using Tele-Health Technologies. It conducts Lifestyle Health Risk Assessments for the individuals in the comfort of their home or office, in just 15 minutes. All that an individual needs to do is make a call or send an SMS to book an appointment.

ASHUTOSH INAMDAR
Executive Assistant to CEO,
Infrasoft Technologies Ltd, Mumbai

What changes have you seen after the computerisation of government departments?
The computerisation of the government departments has always been a welcome change in the lives of Internet savvy audience like me. Various activities like booking a train ticket, preparing a PAN card, filing an Right to Information (RTI) online etc have not only saved time and money but also increased the transparency of various government processes.

Do you still see the same attitude of 'sarkar-mai-baap' (government is all encompassing) - by the personnel of the government department, which have undergone the computerisation?
In certain situations where I have to visit the government offices personally, I still see the 'sarkar-mai-baap' attitude. There are departments where in, the corruption still exists and you need to shell out money for getting things done at a faster pace. I feel if all departments provide virtual interface on the Internet where in you can get the queries answered or get the work done without going to the department personally.

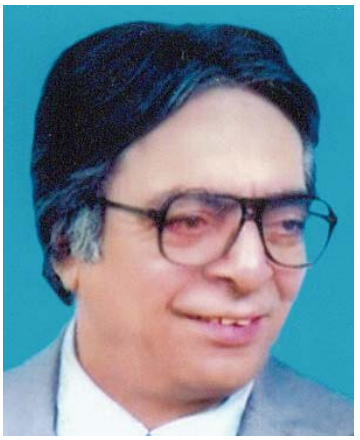
What are your expectations from government in terms of citizen centric service delivery?
I expect the services to improve to such a level that our e-Government model should be a benchmark in the world. We should not compromise on the quality of delivery and should maintain it for years to come. The government should specifically focus on the feedback from the customers to deliver better citizen centric service delivery.

UMA JHAWAR
Administrator
AAKAR-Decorative Packing
Kolkata

What changes have you seen after the computerisation of government departments?
Firstly, work is processed faster now. Secondly, corruption level has come down. For instance, railway ticket booking has become easier and faster.

Do you still see the same attitude of 'sarkar-mai-baap' (government as all encompassing authority) by the personnel of the government department, which have undergone the computerisation?
Attitude of public servants has not really changed much because they know that their jobs are permanent. Low productivity does no harm to their job." A government job is for life", this thinking is the root cause of inefficiency of government servants. No level of computerisation can increase efficiency till this mindset is changed.

What are your expectations from government in terms of citizen centric service delivery?
Firstly and finally, accountability of government servants should be increased. It will improve productivity, efficiency and transparency. Just increasing types of services is not enough, their quality should improve.



DR. K B MEHRA
Director, Bharat Yantra Nigam Ltd. (BYNL)
A Central Goverment Public Sector Unit

Do you still see the same attitude of 'sarkar-mai-baap' (government as all-encompassing authority)- by the personnel of the government department, which have undergone the computerisation?

The attitude of the personnel of government departments has marginally changed in some of the sectors. Computerisation has improved the working in departments like on -line ticket reservation in railways and airline, on-line income tax information and payment etc. It has improved the quality of life of the consumers.

What are the government departments, according to you, delivering services on time, efficiently and transparently, after computerisation?

The government departments, delivering services on time, efficiently and transparently, after computerisation include- Indian Railways, Education Department and Revenue Department.

What are your expectations from government in terms of citizen centric service deliver?

Main stream programmes are failing to achieve their aims, because they do not debus the transformational opportunities opened up by network technologies.

a. Modernising government infrastructure, processes and communication
b. Improving service delivery to citizens and businesses through all channels not just online
c. Improving public sector efficiency
d. Improving transparency and opportunities for citizen engagement

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DEEKSHA SHARMA
Project Coordinator,
Green Foundation, Bangalore

What changes have you seen after the computerisation of government departments?

In my opinion computerisation of government departments is not completed yet and is still going on. However, after computerisation information has become easily accessible and there is simultaneous increase in transparency. Here the role of Right to Information (RTI) Act is worth mentioning as these two worked hand in hand in making this possible.

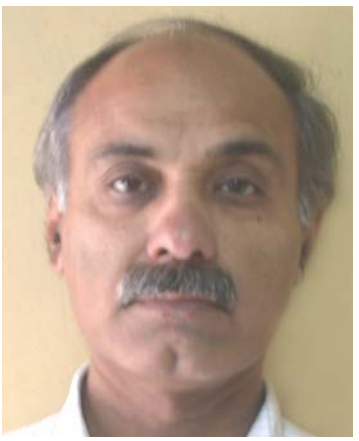
Do you still see the same attitude of 'sarkar-mai-baap' (government as all-encompassing authority) - by the personnel of the government department, which have undergone the computerisation?

Computerisation has improved the practices of personnel in government departments and as mentioned earlier RTI has played role in improving knowledge of citizens, thus there is a change happening in the society and things are becoming convenient.

What are your expectations from government in terms of citizen centric service delivery?

Firstly, there is strong need of Information, Education and Communication (IEC) to make the citizens aware of services available to them under different schemes and programmes and process on how to avail them. Secondly, there is also need to make the government machinery and system more accountable (Supply) to the citizens.

5th Anniversary Special



JATINDER KUMAR
Professor and Head
Department of Plant Pathology
College of Agriculture, G.B.Pant University of Agriculture & Technology, Pantnagar

What changes have you seen after the computerisation of government departments?

Computerising and connecting government departments have definitely improved access to public documents, authentication statements, online payments, filing of statutory returns, online delivery of services, complaints, grievances and suggestions.

Do you still see the same attitude of 'sarkar-mai-baap' (government as all-encompassing authority) - by the personnel of the government department, which have undergone the computerisation?

By and large the behaviour and approach of the employees towards customers have undergone a welcome change after implementation of Information Technology (IT), which is indicative of a much smoother working environment, reduced work load and increased job satisfaction. The positive feelings towards computerised system has progressively increased in view of better management of human resources, accounting and finance, support services, etc.

What are your expectations from government in terms of citizen centric service delivery?

Computerisation has the potential to make possible many far-reaching changes to administrative functions and working practices. Also, with increasing privatisation, it has become imperative to address the issue of service provision in rural areas and the high cost to serve customers.

DR. SRINIVAS SHIRUR
Professor
Finance and Economics
Galgotia Business School

What changes have you seen after the computerisation of government departments?

1. Saving of time
2. Better treatment of common man
3. Quick resolution of complaints

Do you still see the same attitude of 'sarkar-mai-baap' (government is an all encompassing authority) - by the personnel of the government department, which have undergone the computerisation?

The attitude of government officials has certainly changed. Since last mile contact with the citizen is usually outsourced (especially in birth and death registration), these people are not properly trained. Hence technical problems still cannot be resolved within reasonable time.

What are your expectations from government in terms of citizen centric service delivery?

All the services should not only be computerised but should be online. For example, after all the formalities are over, the final document should be downloaded from one's home instead of again visiting government office. In addition, for every activity, time should be fixed within which government should get the work done.

R.R. VIJH
Retd. Director (Sales)
Alembic Pvt Ltd., Noida

What changes have you seen after the computerisation of government departments?

The pace of computerisation is forging ahead intensively in various government departments. Be it railway booking, telecommunication, banking services, Natural Electronic Fund Transfer (NEFT), payment of utility services bill- the changes are manifestly visible and perceptible to the common man.

Do you still see the same attitude of 'sarkar-mai-baap' (government is mother and father) - by the personnel of the government department, which have undergone the computerisation?

The 'sarkar-mai-baap' attitude can still be seen in the government personnel. The old ways and manner in public dealings are abundantly reflected in the working regime as the ethos of a good, efficient transparent and unbiased work culture in government departments has not yet percolated. There is ample scope of raising the benchmark to the higher level of satisfaction the public can legitimately feel happy about.

What are your expectations from government in terms of citizen centric service delivery?

High fiscal allocations for computerisation have not proved to be commensurate with providing very efficient, transparent, quick and qualitative delivery methodology expected by the people. Certain departments like Land and Revenue Records, registration of property, public distribution of services, judiciary, social security, police department, excise and taxation department are lagging behind, thus agitating the public mind from time to time.

PROF SHARAD MANOCHA
Department of English
DAV College Jalandhar

What changes have you seen after the computerisation of government departments?

The access to government records has become easier. It is now difficult for the officials to say that records can't be found. However, the same red tape mentality is visible like insisting for proofs like ration card when similar proofs are also available or getting the records entered at some other place than the dealing office, thus the leg work for the citizen doesn't decrease.

Do you still see the same attitude of 'sarkar-mai-baap' (government is mother and father) - by the personnel of the government department, which have undergone the computerisation?

The attitude of the mai-baap still exists. The officials still consider it a favour when they do your work. Sense of duty is still missing in the part of the officials. No doubt, computerisation has made things faster. One doesn't have to wait much. Online dealing has made things even more convenient.

what are your expectations from government in terms of citizen centric service delivery?

The staff training in handling the computers with regular updation is more important. Courtesy and patience are two more things that need to be inculcated. Forms, methods, processes need to be more simplified.

Gayatri Maheshwary, *gayatri@egovonline.net*

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