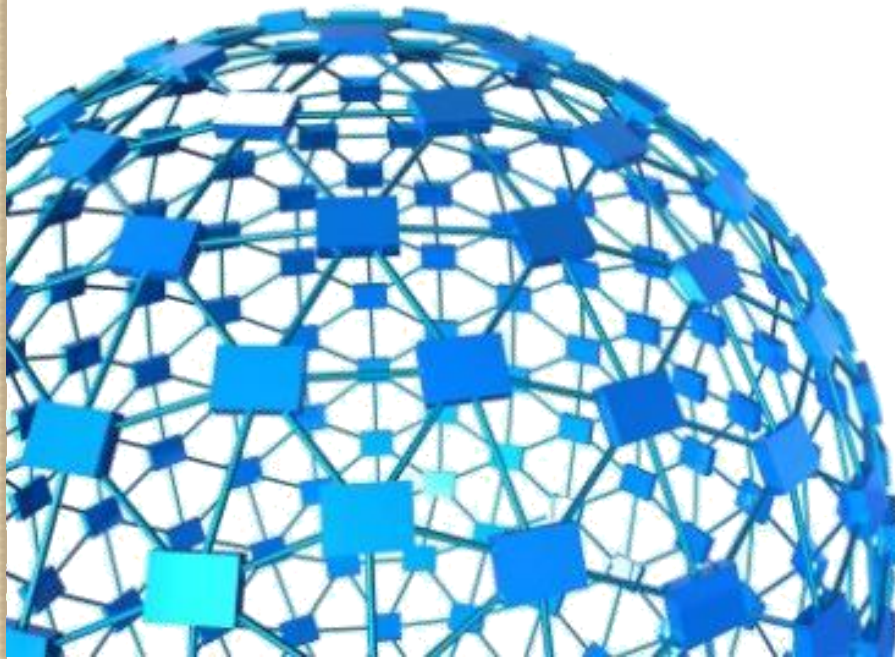


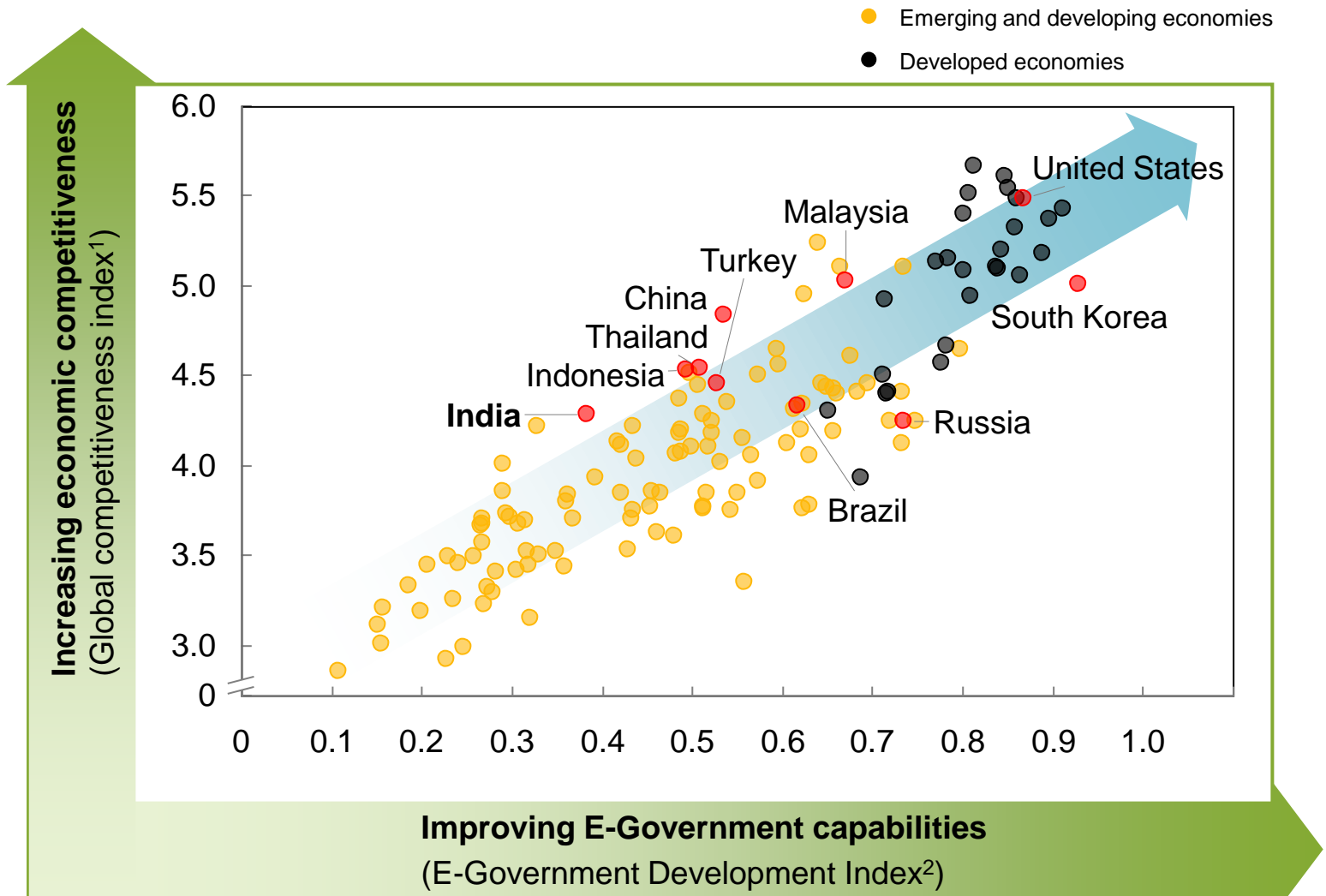


**NATIONAL
CONFERENCE
ON e-GOVERNANCE**
30th & 31st January 2014, Kochi

**Taking India's e-governance
from vision to implementation**



Strong correlation between E-Government capabilities and economic competitiveness

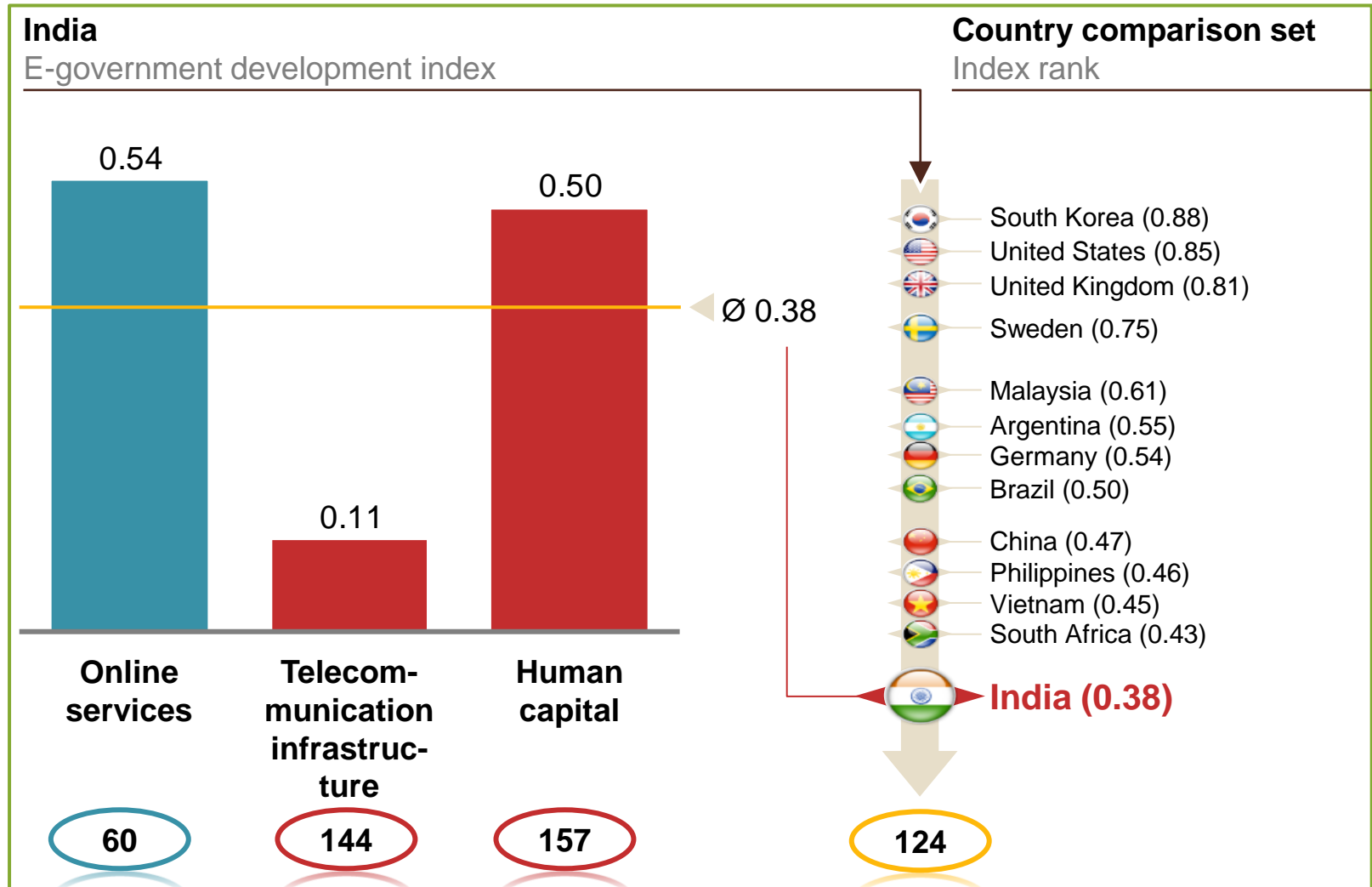


1 Global Competitiveness Index, World Economic Forum 2013, is based on 12 pillars including infrastructure, education, labor market etc.

2 E-Government Development Index based on UN's E-Government survey 2012 based on services, infrastructure and human capital

India's low rank in UN's E-Government survey is driven by demand side issues

xx India's rank among 190 countries
 ■ Bottom Quartile



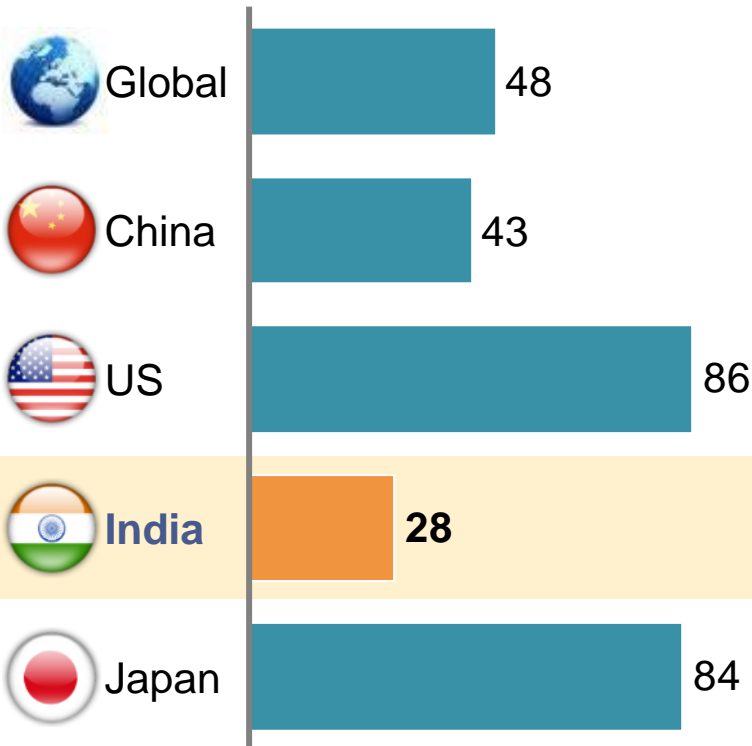
SOURCE: World Bank; Computer Industry Almanac; ITU; Capital IQ; World Economic Forum, Global Competitiveness Report, 2010-11; International Finance Corporation; Speedtest.net; Transparency International; McKinsey analysis

Need to address digital divide to drive higher demand of E-Governance services



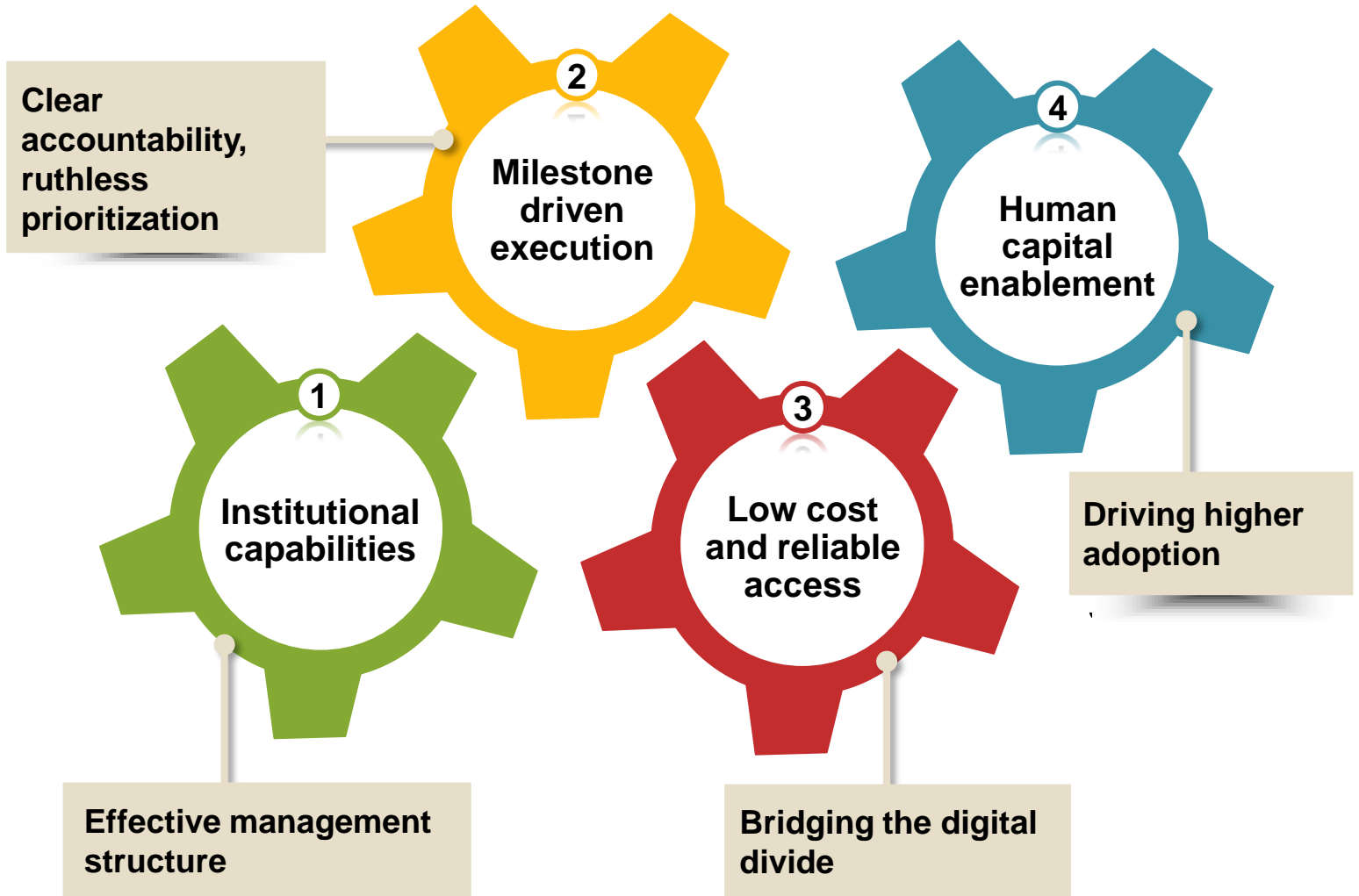
Projected near term internet penetration

Percent



- **‘Digital Divide’**: Rural penetration likely to remain <10%, compared with ~65% in urban
- **India needs >500 million users to reach ~40% penetration, similar to China**
- **Additional 150 million users over projected ~350 million, will predominantly be semi-urban and rural users**

What would it take for India to move from vision to implementation?



Potential ideas for discussion

Potential ideas / Key questions

1

Institutional capabilities »

- A bulk of the impact lies in the states - does each state need a CIO?
- How can pilots be scaled up nationwide?

2

Milestone driven execution »

- Should progress be put online for public scrutiny?
- How can resistance be overcome?

3

Low cost reliable access »

- How can the mobile internet opportunity be leveraged to get to 500 million internet users in the next few years?

4

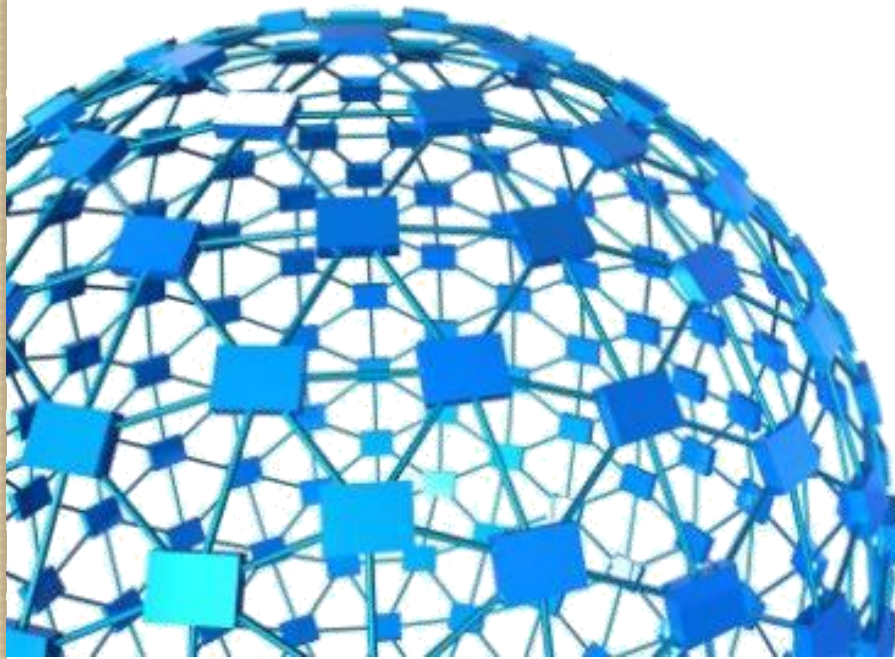
Easy user interface »

- Does India need a cadre of Para-technicians?
- Can local languages and picture based interfaces be used?



**NATIONAL
CONFERENCE
ON e-GOVERNANCE**
30th & 31st January 2014, Kochi

**Taking India's e-governance
from vision to implementation**



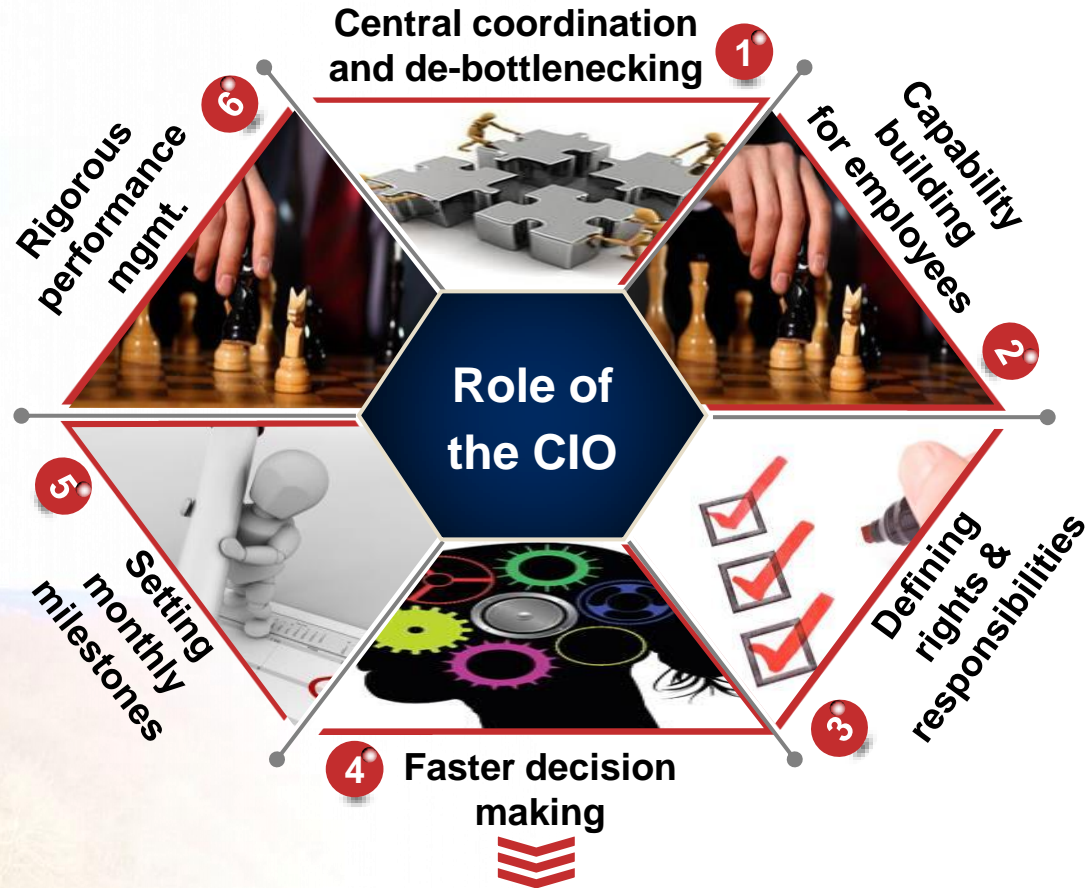
① CIO plays a key role in centralized project management – Germany example

Key reasons for schedule overruns at German Federal Employment Agency

- 1 Frequent changes in scope of the project
- 2 “Democratic” decision making
- 3 Lack of accountability and performance management



The CIO played a central role to transform project delivery



Once under-performing IT function has become one of Europe's leading public sector IT provider

① Four factors are critical to success of the Country CIO



Key position in the administration

- Seamless access to the budget
- Hierarchical influence over ministerial CIOs
- Directly attached to the central executive (prime minister)



Favourable regulatory tools

- Direct authority in dealing with other administrations (e.g., controls, audits of ministerial projects)



Shared objectives & incentives

- Clear, quantifiable and auditable objectives, shared with all ministries and key actors
- Financial incentive through partial investment of savings realized



Adequate resources

- Adequate budget to fulfill mission
- Sufficient human resources
 - Expert team as arm's-length management of IT strategy missions across the scope
 - Identification of ministerial relays for policy implementation

② Adopting a milestone based execution approach is key to a CIO's ability of "getting stuff done" – America example



CIO would be responsible for ensuring that we are using the spirit of American innovation and power of technology to improve performance and lower the cost of government operations

– US President, March 2009



Milestone based execution – Key initiatives taken by American CIO

1

Transparency: Cost and schedule information put online



2

Clear deadlines: With well-defined accountabilities



3

Co-creation: Combination of top-down and bottom up development



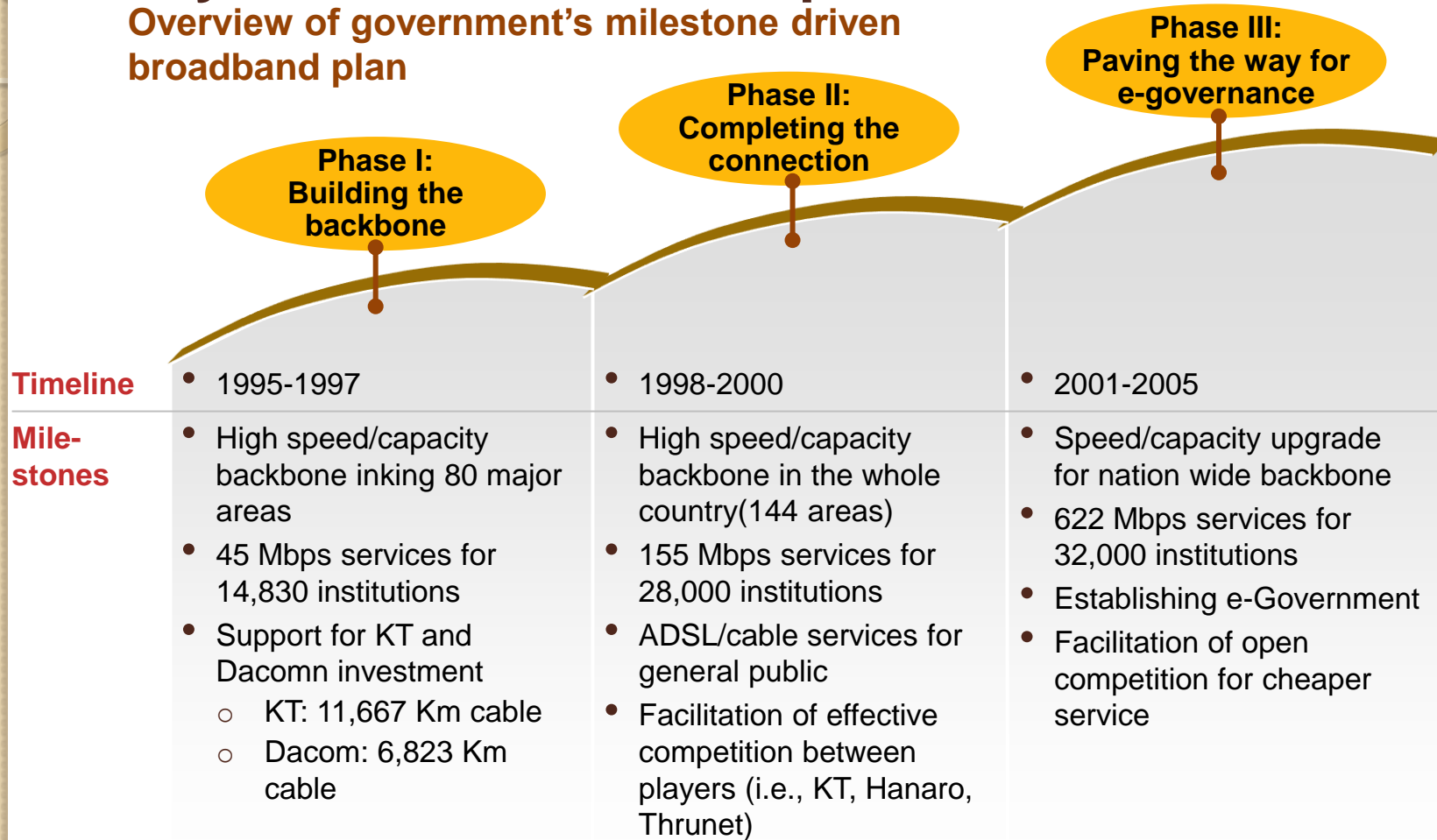
4

Sustained focus: Dashboard used in every CIO council meeting



② Milestones can span across multiple years for core initiatives, sustained focus is the key: South Korea example

Overview of government's milestone driven broadband plan



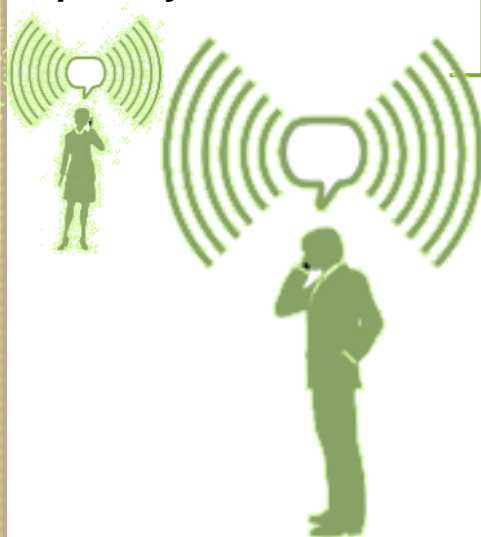
- Sustained focus on basic infra-structure
- Facilitate open/ effective competition for last miles

③ E-governance is a strong demand driver for telecom infrastructure investment : South Korea example



Key considerations in selecting solution

- **Speed of rollout was needed**
- **Quality of service offered was important**
- **Reducing the price of access was a key priority**



Supply side

- Government developed a three-phase broadband plan with clear milestones for network roll-out
- Government provided US\$700mn in low interest loans to drive broadband roll-out between 1998 and 2005
- Financing was made available to all operators in the market
- Most households are connected through VDSL, although players are now moving towards FTTH

Government created 6 demand-side initiatives to drive telecom infrastructure investment of which e-government was a central theme

Demand side initiatives

- E-government: 90% of all public administration done online
- Integrated e-government platforms for citizens with numerous services, e.g., home taxes, housing registration, official claims
- Integrated social insurance information system
- E-procurement system to manage all public tenders



5th in OECD e-governance readiness ranking

1 Tamil Nadu Health Management Information System

Enabling better governance through ICT enablement

- Aspiration of 222 SHCs and achieved 41 with >12.6 Mn patients registered
- 2000+ users trained including more than 400 doctors and 600 nurses

Context

- Manual processes
- Duplicity of patient data
- Inefficiency in governance of hospitals due to lack of state level monitoring of performance
- Inefficient operations due to manual drug stock indentry, equipment monitoring and drug expiry tracking, etc

Key Interventions

- Strong ownership and support from Hospital administration
- Government policy for adoption of online system
- IT Infrastructure established with state investment
- Regular stakeholder meetings and and periodic monitoring by World bank
- Training of end users

Impact

- Interconnected system linking patient in to central EMR
- Patient identification number (PIN) linked to UID
- Real time data available for various levels of healthcare admin
- Accountability in maintenance of inventory, monitoring equipment downtime, drug stock availability, tracking drug expiration

2 Gujrat's eGRAM- Vishwagram

Expanding reach of e-governance to all

- Providing e-governance services to all citizens including all rural citizens through a structured approach solving for infrastructure and economic challenges

Objective

- Provide e-services to rural citizens
- G2C
 - Basic Certificate
 - Land records
 - Utility bills
 - eRation card
- B2C services
 - e-Ticketing
 - Utility Bill payments
 - Insurance selling
 - Telemedicine
 - Market linkages for Agri Commodities
- eGram Mail

Implementation

- 100% Gram Panchayat Building creation
- Electrification (24*7) through JyotiGram
- Computerization of Gram Panchayat
- e-connectivity of gram panchayats through VSAT network
- Services rolled out from eGRAM

Outcomes

- Income generated by e-gram in 4 years
 - Utility bill collection- INR 13.6 Cr
 - Delivery of land records- INR 16.1 Cr
 - E-ration cards- INR 36.88 Cr
- Today Gujrat has 700 e-transactions per 1000 population per month, 3 times the closet next city i.e. Chandigarh



**NATIONAL
CONFERENCE
ON e-GOVERNANCE**
30th & 31st January 2014, Kochi

**Taking India's e-governance
from vision to implementation**

