Best Practices in e-Governance
Uttar Pradesh

LAND OF UNLIMITED POTENTIAL ...

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Government of Uttar Pradesh
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Uttar Pradesh Snapshot
### DEMOGRAPHIC PROFILE

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td><strong>Area</strong></td>
<td>2,40,928 Square km.</td>
</tr>
<tr>
<td><strong>Population (As per census 2011 Provisional data)</strong></td>
<td>19,95,81,477</td>
</tr>
<tr>
<td><strong>(a) Males (As per census 2011 )</strong></td>
<td>10,45,96,415</td>
</tr>
<tr>
<td><strong>(b) Females (As per census 2011 )</strong></td>
<td>94,985,062</td>
</tr>
<tr>
<td><strong>Decennial Growth rate (2001-2011) (As per census 2011 )</strong></td>
<td>20.09 percent</td>
</tr>
<tr>
<td><strong>Density (persons per sq. km.) (As per census 2011 )</strong></td>
<td>828 per thousand</td>
</tr>
<tr>
<td><strong>Total Literacy rate-</strong></td>
<td>69.72 percent</td>
</tr>
<tr>
<td><strong>a) Male Literacy</strong></td>
<td>79.24 percent</td>
</tr>
<tr>
<td><strong>b) Female Literacy</strong></td>
<td>59.26 percent</td>
</tr>
<tr>
<td><strong>Districts</strong></td>
<td>75</td>
</tr>
<tr>
<td><strong>Cities &amp; Towns</strong></td>
<td>689</td>
</tr>
<tr>
<td><strong>Tehsils</strong></td>
<td>312</td>
</tr>
<tr>
<td><strong>Development blocks</strong></td>
<td>820</td>
</tr>
<tr>
<td><strong>Nagar Nigams</strong></td>
<td>13</td>
</tr>
</tbody>
</table>
Government's Vision
Vision
To design, implement & sustain an innovative, trustworthy, integrated & accessible infrastructure for the prosperity of the people of the State
State IT Policy 2012
VISION of U.P. IT Policy
“To use IT as a vehicle for economic development of Uttar Pradesh with inclusive growth to create a vibrant society with a high quality of life”

MISSION & OBJECTIVES

To position Uttar Pradesh as an attractive & preferred IT/ITES investment destination

To Promote Tier II & Tier III cities as IT Hubs by setting up state-of-the-art infrastructure like IT City, IT Parks etc

To create a portfolio of IT enabled services (Public & Private) for making Intelligent & Smart cities

To create Employment opportunities by leveraging IT as a tool for socio-economic development
<table>
<thead>
<tr>
<th>Fiscal Incentives</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Interest Subsidy</strong></td>
<td>An interest subsidy of 5% <em>per annum</em> for a period of 5 years on the rate of interest paid on the loans obtained from Banks/Financial Institutions would be reimbursed.</td>
</tr>
<tr>
<td><strong>Stamp Duty</strong></td>
<td>100% exemption of stamp duty</td>
</tr>
<tr>
<td><strong>VAT</strong></td>
<td>Interest free loan equivalent to the amount of VAT and Central Sales Tax deposited every year for a period of 10 years</td>
</tr>
<tr>
<td><strong>Provision for Land</strong></td>
<td>Land at rebate of 25% and Additional FSI of 100% in TIER II/TIER III cities.</td>
</tr>
<tr>
<td><strong>Industrial Promotion Subsidy</strong></td>
<td>Subsidy equivalent to 50% of incentives admissible for existing units if additional capital investment is made to existing capacity, at least to an extent of 50%.</td>
</tr>
</tbody>
</table>
## OTHER INCENTIVES

<table>
<thead>
<tr>
<th>SINGLE WINDOW CLEARANCE &amp; FACILITATION</th>
<th>• Government Agency for clearances like Pollution, Power Allocation etc</th>
</tr>
</thead>
<tbody>
<tr>
<td>INCENTIVES ON CASE TO CASE BASIS</td>
<td>• <strong>IT/ITeS Projects</strong> proposed above INR <strong>200 crores</strong> AND <strong>Skill Development, Innovation and R&amp;D</strong> proposed above INR <strong>100 crores</strong></td>
</tr>
<tr>
<td>PLANT &amp; MACHINERY FOR CAPTIVE POWER GENERATION</td>
<td>• Captive Power generation/Diesel generating unit of minimum capacity of 3MW</td>
</tr>
<tr>
<td>EMPLOYMENT GENERATION</td>
<td>• 50% incentive on expenditure on account of contribution towards EPF and ESI employing atleast 100 people with a local retention of 75%</td>
</tr>
</tbody>
</table>
OTHER INCENTIVES

**UNINTERRUPTED POWER SUPPLY**
- IT units setup in IT Cities / IT Parks on Independent Feeder shall be provided uninterrupted power supply from State Utility

**24X7 OPERATIONS**
- Permission to IT and ITES companies to have 24x7 operations (to run in three shifts) and employment of women in all three shifts

**IT CORPUS**
- Each Department shall earmark a minimum of 2% or as per directions of Government of Uttar Pradesh from time to time of its Plan budget for IT applications. Such corpus fund can utilized for reimbursement of VAT etc
eGovernance Initiatives

eGovernance Video
Empowering Citizen: Enabling eGovernance
• Largest project of its kind globally
• Knowledge and technology access to 15 lakh students
• Unmatched in scale and complexity, covering 312 tehsils in 75 districts
• A model case study on digital inclusion and youth empowerment
• Potential for socio-economic transformation
• Extremely efficient, professional, transparent process, great teamwork
Project Overview

Scheme announced for supply of 15 Lacs Laptops to the students

Professional consultants, roped in to assist the project implementation & monitoring

Students Beneficiaries List Prepared consisting from almost Each & every Village of 312 Tehsils of 75

Reputed Institutions like IIT, IIM, NIC, UPDESCO, UPLC supported in drafting world class Technical specifications

Selection of vendor through International Competitive Bidding Process

Pre-delivery Inspection & Post Delivery Inspection

Training & Demonstration to Teachers & Students

Distribution of 15 Lacs Laptops in person to each & every student

The mammoth task executed in a very transparent & time bound manner
Execution & Implementation

• Pre-dispatch inspection before the start of delivery by the supplier

• Delivery as per the schedule

• Opening of 312 service centers & 1 call center

• Inventory of spares

• Post Delivery Inspection

• Training & demonstration

• Obligation of 1 year warranty by the supplier

• Monitoring of the Project by various committees along with the consultants

<table>
<thead>
<tr>
<th>SLAs</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Notice for Pre-Dispatch Inspection by the supplier for third party audit of laptop</td>
</tr>
<tr>
<td>• Target of Delivery schedule</td>
</tr>
<tr>
<td>• Warranty obligations at service centre</td>
</tr>
<tr>
<td>• Help desk services – Call resolution &amp; email response</td>
</tr>
<tr>
<td>• Compliance &amp; Reporting procedures</td>
</tr>
<tr>
<td>• SLAs coupled with Penalty</td>
</tr>
<tr>
<td>• Liquidated Damages</td>
</tr>
</tbody>
</table>
Investment: 2800 Crores; ROI - Unlimited

**Delivery**
- 15,00,000 Laptops
- 75 Districts
- 312 Tehsils

**QC**
- 90,000 Laptops Tested

**Training**
- 7,803 Teachers Trained
- 10,00,000+ Students Demo

**Support**
- 312 Service Centers
- Call Center (40+ Seater)

Contract awarded: Feb 2013

Delivery Completed – Early Sept 2013

Completed in a record 7 months
Laptop Project....
A Huge Success marked with transparency and inclusion

A competitive UP ahead....
What made the project successful

- Willingness & Intent of UP Government.
- Strong commitment & active participation from the Leaders.
- Professional approach by Government in defining end to end processes.
- Team Work between various stakeholders which also includes UP Government Departments.
- Strong on-ground project team consisting of members from Government and Consultants.
Laptop Project....
Benefits to Students, Teachers, Society cut across all strata....

Social Impact....
Benefits to Students

- Bridging Digital Divide: Students empowerment with current technology

- Enabling the students to travel in the Digital World with skill development

- Enabling Social and financial Inclusion: Equal opportunity to students, who were lagging behind due to lack of resources

- Enabling Students in remote villages to compete with their peers in modern cities across the globe

- Training Imparted to teachers help the students in digital learning

- Through the laptops, the students can have access to all the literature, books available on the web to help them in this cut throat competition

- A good scheme to increase literacy levels in the country
Benefits to Society

- Exposing the families of Students with benefits of technology in improving their life in general
- Enabling Students and their families with the benefits of e-governance
- Digitally empowered students shall be more employable & will fit to the needs of Industry appetite
- Multiplying effect: One Laptop in household is making whole family learn & take benefits from it its unique way. It encompasses increasing source of Income, digital learning, assistance in Project preparation, Entertainment with multimedia etc. therefore contributing in the improvement in standard of living of the households
प्रदेश में बाहरी पास छात्र-छात्राओं को निशुल्क लैपटॉप प्रदान करने की योजना

के अन्तर्गत लैपटॉप वितरण के समन्वय के अवसर पर
अयतत समादर में अप सादर आमंत्रित हैं।
उत्तर प्रदेश
Land Of Unlimited Potential

वृत्ती पास छात्र-छात्राओं को निष्कुल लैपटॉप के अंतर्गत लैपटॉप
Opening ‘windows’ of e-mpowerment

BRIDGING DIGITAL DIVIDE
Students from 15 colleges of the state capital benefit from free laptop distribution scheme in the first phase

Gulab Joshi

LUCKNOW: Chief minister Akhilesh Yadav on Monday kick-started the free laptop distribution scheme — in line with the Samajwadi Party’s pre-poll promise that was apparently instrumental in bringing votes for it. He gifted the first installment of 10,000 laptops to as many students at a grand ceremony held at Colvin Talukdar’s College in Lucknow. This was hailed as the biggest-ever one-time order of any state capital. The distribution went on well with loud cheers every student receiving a laptop during the function.

“Not only were the government and the youth waiting for this day, even those who ridiculed these laptops as a ‘panchami’ had been raising doubts on our intentions. Today, the government is as much happy as the students are,” said the CM while addressing the 10,000 beneficiaries.

Terming Internet as the next big thing to happen after the discovery of wheel, he said the Samajwadi Party that was once considered ‘anti-English’ had come up with laptops that one could use in English, Hindi or Urdu languages.

(Clockwise from above) Chief minister Akhilesh Yadav and wife Dimple give away the laptops along with Shivpal Yadav at Colvin Talukdar’s College on Monday; students can’t stop smiling after receiving their laptops and girls of National PG College in a jubilant mood.

(Above and below) Beneficiaries carrying their laptops home.

NEXTSTEP
TRAINING FOR 15 LAKH BENEFICIARIES
After the ceremonial launch of the laptop distribution scheme on Monday, the state government is ready with a blueprint for a massive training programme for the 15 lakh beneficiaries in UP.

For this, the government will launch...
दिग्दिल तुमनिया की सौर के सपने और सीएम का बड़ा वाला थैक्यू

लखनऊ (तिरंगा समाचार)

'थैक्यू' को बड़ा धारा बिजली' लेखक ने विभिन्न किस्म के तुमनिया को दिया दोस्ती और उम्मीदों का दान दिया। उन्होंने दिया था कि क्योंकि तुमनिया को दोस्ती दिए हैं, तुम्हारे साथ रहने की उम्मीद है।

एक सांसद ने निष्ठा और सास के साथ एक साथ भाग निभाए। तुमनिया के लिए हम भी बनने चाहते हैं। उन्होंने कहा कि तुमनिया के लिए हम भी बनने चाहते हैं।

तुमनिया के साथ हम भी बनने चाहते हैं। उन्होंने कहा कि हम भी तुमनिया के साथ हमेशा यहीं रहेंगे।

एक बात ने निष्ठा के साथ हमेशा रहेंगे। उन्होंने कहा कि हम भी तुमनिया के साथ हमेशा रहेंगे।
Integrated Grievance Redressal System (IGRS)
:: USEFUL LINKS ::

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Benefits through Grievance Redress Mechanism

- Unique Complaint Registration Number
- Dedicated Call Centre
- Careful Analysis of Grievances
- Quick reply to Complainant
- Stipulated Response Time
- Report from the concerned departments
- SMS integrated system
Steps involved in registering complaints

1. Written complaints collected at the reception counter
2. Bar-code sticker placed on each and every complaint
3. Complaints assigned to concerned officials after physical Marking
4. Computerized database provide unique number to every complaint
5. Scanning & Uploading of every Complaint
6. SMS send to the complainants with key details i.e. Unique Number, Date, Assigned Officer
Steps involved in registering complaints

- Assigned Officers regularly check inbox available on upcmo.up.nic.in
- Disposable/Pending reports available on upcmo.up.nic.in
- Regular Monitoring by honorable Chief Minister & their concerned advisors
- A dedicated Call Centre is established
- Reminder Calls to officials through Call Centre
- Track complaint status on upcmo.up.nic.in
### मुख्यमंत्री कार्यालय संदर्भ सारांश

<table>
<thead>
<tr>
<th>अनुभाग</th>
<th>अनुशंकण हेतु संदर्भ</th>
<th>अन्य संदर्भ</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>आख्या</td>
<td>अनुपालन</td>
</tr>
<tr>
<td>---------</td>
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</tr>
<tr>
<td>प्रा. नि. लम्बित प्रा.</td>
<td>प्रा. नि. लम्बित प्रा.</td>
<td>प्रा. नि. लम्बित प्रा.</td>
</tr>
<tr>
<td>मुख्यमंत्री कार्यालय अनुभाग-1</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>(विशिष्ट व्यक्ति एवं मा. मंत्री)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>मुख्यमंत्री कार्यालय अनुभाग-2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>(भूतपूर्व जन परिस्थिति)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>लोक शिकायत अनुभाग-2</td>
<td>75</td>
<td>63</td>
</tr>
<tr>
<td>(जनतादर्शन एवं सामाजिक व्यक्ति)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>सांसद एवं विधायक प्रकरण (मा.सांसद)</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>सांसद एवं विधायक प्रकरण (मा.विधायक)</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>
Award Winning Initiatives of U.P.
ONE STATE ONE LINE – Women power Line 1090

Inaugurated on 15 November 2012 by the Hon’ble CM of Uttar Pradesh; a gift to the sisters on Raksha Bandhan

Over 2 Lac calls logged; 70% solved immediately; Lauded by renowned people across the country including the actor Amir khan; Other states enquiring the process & technology to follow the success of the PowerLine

I Phase - Introduction of Helpline Number to deal with crank calls, obscene calls, SMSes and MMSes

II Phase - All internet-related harassment, including posting of fake profiles on social networks

III Phase - All cases of harassment in public places.

In Sync with the Technology, a **digital cage** is also built for the offenders; No character certificate, No passport, No driving licence.

It is proposed to connect to Google maps so that the police can flag areas from where cases of eve teasing are reported.
Salient Features

- Pioneer Digital Health Mapping and Pregnancy Tracking System
- Two way interactive system
- Complaint lodging facilitation
- Inbuilt feedback mechanisms and pendency call generation
- Involvement of community at village level to generate awareness about health services
- Complaint lodging and redressal
- Generation of regular pendency calls to family, pradhan and ANMs for 100% vaccination
Salient Features

- Provides secured platform for quick, responsive, cost-time-labour saving service for speedy and qualitative disposal of public grievances.
- Phone based G2C e-Governance initiative for redressing public grievances effectively
- Call recording feature
- Round the clock availability of services
- Effective use of SMS services
- 100% cross verification of disposal details for each and every grievance registered.

Benefits of Jhansi Jan Suvidha Kendra (JJSK)

- Good Governance
- Available 24 x 7 x 365
- Any Person, Any Time From Anywhere
- Improving Delivery of Public Services
- Simple & user friendly
- Respectful
- Transparent
- Cost effective
- Handle Unresolved Complaints
- Responsive
- Effective
- Pro-active
Salient Features

- Vanishing queues — over the counter booking/delivery stopped
- Cent percent home-delivery for urban consumers within the stipulated time of 7 days and for rural consumers from the pre-identified distribution points
- Curb on third party procurement and hoarding
- System alert on multiple bookings prevents diversion of domestic gas by commercial consumers.
- Facility to check booking status/delivery schedule easily from anywhere.
KISAN (Krishak Information System And Network)

Salient Features

- Integrated e-Governance solution to assist the Farmers from sowing to sale of crops
- Delivering Services to the farmers in timely and transparent way
- Helping in the upliftment of farmer

Service offered

- Seed Booking
- Fertilizer Booking
- Soil Testing
- Farmer loan (KCC)
- Agriculture Implement Subsidy
- e-Procurement
Sugarcane Industries Department, UP: Sugarcane Information System (SIS):

Sugarcane Information System (SIS) of Sugarcane Department, Uttar Pradesh is the largest rural information technology platform in the country providing a comprehensive solution to all the needs of sugarcane farmers. Around 29 lakh farmers and their families’ livelihood activities thrive on sugarcane production, and there are 125 sugar mills, in total, operating in the state. SIS was conferred with a gold award in 15th National Conference On e-Governance 2011-12 in citizen-centric service delivery category.
Other eGovernance Initiatives
UP State Wide Area Network

UP-SWAN is one of the major core infrastructure project in which a network of 885 nodes connecting all the blocks, tehsils & districts to the state capital have been established. It provides Voice, Data and Video connectivity for the backend process to improve delivery of services to the Citizens. Approx. 10000 nodes of 16 departments i.e. Commercial Tax, Treasury, Departments under SSDG and e-District (Pilot), Land Record etc. established.
The State Data Centre is one of the core Infrastructure Project implemented by the State. SDC is a centralized reservoir for data, information and services (Central infrastructure to build central repository of information/data) for various departments of Govt. of Uttar Pradesh. SDC has gone live on 6th August 2012. Applications of Commercial Tax Department, e-Scholarship, Education Department have been deployed and approx. 5.14 Crores of transactions have been completed through SDC till date.
eService Delivery

To provide departmental services and information to the citizen, a State Portal (http://uponline.up.nic.in) has been developed and implemented to act as a single access point for availing Government Services. State Portal was inaugurated by Hon. Chief Minister of Uttar Pradesh on 1st August 2012. At present a total of 26 Government services are being delivered using this portal through Jan Suvidha Kendras. Till date, more than 1.18 crores applications have been received out of which more than 1.15 crores applications disposed.

Citizens can apply for any of the identified 26 Government Services from any Jan Suvidha Kendras / Lokvani/e-Suvidha Center Kiosks through State Portal.
Jan Suvidha Kendra

In order to make provision of delivery of various Government Services (e.g. Caste, Income, Domicile, Birth/Death certificates, Khatauni etc) at the doorstep of the citizen, a total of 17909 Jan Suvidha Kendra are being set up in the rural area of the State. More than 15000 operational Jan Suvidha Kendra functioning across the state.
OTHER MAJOR e-GOVERNANCE INITIATIVES

e-Suvidha

The vision of e-Suvidha is to eventually bring all the G2C, G2B and B2C services within the purview of e-Suvidha project so as to obviate the need for citizens and business people to visit the Government offices except for specialized and complex services. Citizens can avail any service from any of the e-Suvidha Service Centers across any Counter without any jurisdictional limit.
OTHER MAJOR e-GOVERNANCE INITIATIVES

Ration Card Digitization

Digitization of Ration Cards & SMS based PDS movement of food grains is an important initiative which required massive efforts in data collection and compilation. Currently, the details of *more than 5.5 crore family* details of ration card holders belonging to BPL, Antyodaya and APL is available on the Internet.
OTHER MAJOR e-GOVERNANCE INITIATIVES

e-Procurement System:

The e-procurement system has been implemented in the State and a State portal [http://etender.up.nic.in](http://etender.up.nic.in) has been developed. The departments have been given options to publish their tenders on e-Tender portal.

- Envisioned as an end-to-end solution – right from indenting to final award of contract
- Till now more than 3,280 tenders with a net worth of about 13,064.45 crore have been published through the e-Procurement system.
- 1,000 officials from user departments have been trained.
- Tender processing times reduced from 180 days to 45 days.
- Significant Cost Saving in Tender Processing: 40%
Thank You