



## E-Governance in Gujarat

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Governance is the movement of governing. It relates to decisions that define expectations, grant power, or verify performance. It consists either of a separate process or of a specific part of management or leadership processes. Sometimes people set up a government to administer these processes and systems.

In terms of distinguishing the term governance from government - "governance" is what a "government" does. It might be a geopolitical government (nation-state), a corporate government (business entity), a socio-political government (tribe, family, etc.), or any number of different kinds of government. But governance is the kinetic exercise of management power and policy, while government is the instrument (usually, collective) that does it. The term government is also used more abstractly as a synonym for governance.

Awarded for Best e-Governance, Gujarat is a frontline State in the implementation of e-governance policies & projects and setting up of key infrastructure for E Governance. Gujarat Government focuses on growth and development of new & emerging technology areas. It has been increasingly using the ICT (Information and Communication Technologies) to offer citizen based service as per convenient location with an initiative to improve the reach, make services more transparent and reduce response time with reducing costs. The Government is also pro active in its Initiatives and ranks first state in the country to have made e-Governance functional in all its Municipalities and Municipal Corporations.

Application of information Communication Technology (ICT) in the Governance to deliver the services better way. Services may be...

- G2C – Government to Citizen
- G2B – Government to Business
- G2G – Government to Government

State Govt. has adopted Innovative, constructive and result oriented progressive policies for the promotion of e-governance in the State. Through the Nodal Agency, the Government's Science and Technology Department positions Gujarat, as a Key State in the Knowledge Economy sector and acts as a medium to make Government-Citizen Interface more effective, transparent and efficient.

Gujarat is an aspiring leader with e-readiness Initiatives with the IT Policy 2006-2011. Gujarat has been position at L2 Stage in Information Communication Technologies (ICTs) which is categorized based on Environment, Readiness and Usage Applications. It stands as an aspiring leader ranking to 31st Top Hotspots in the World and minimizing to reach the goal.

Through the Bisag Satellite, the CM addresses the Distance Teachers' Training Programme for the Elementary school teachers through Satellite Technology. Over 1,94,000 Teachers over 4000 receiving Centers participated in the Interactive Training Program. The GOI has launched National e-Governance Plan(NeGP) to improve the system of Governance and to provide better services to

the citizen of India.

Following major components are involved in rolling out e- Governance initiatives:

1. Roadmap
2. Institutional Frame work
3. Technology Infrastructure
4. BPR (Business Process Re-engineering)
5. Administrative Reforms
6. Delivery Mechanism
7. Information Security and Privacy
8. Business Continuity Plan (BCP)
9. Disaster Recovery Plan (DRP)
10. Capacity Building and Change Management
11. Public awareness and Communication

Communicating and creating awareness with stakeholders and the public at large on the benefits of e-Governance will help in designing and implementation of required solutions.



### GSWAN (Gujarat State Wide Area Network):

- Connecting 7 Districts on 8 Mbps, 18 Districts on 4 Mbps and 1 District with 2 Mbps to State Center at Gandhinagar using leased circuits provided by BSNL, Reliance and Tata Tele Services.
- Connecting 225 Talukas to 26 District HQ on 2 Mbps leased circuits.
- Interconnecting more than 3600 District and Taluka level GoG offices
- Average 70 departmental offices at District locations and 5 offices at Taluka Locations have been connected to GSWAN

- Facilitates uninterrupted and easy IP based Video-conferencing between various GoG offices.
- Over 20015 E-mail IDs created for Government officers all over the state.
- Over 255 Websites are hosted for various departments.
- 14 Mbps Internet Bandwidth terminated at GSWAN State Centre among 5000 Internet Users.
- Facilitates uninterrupted and easy IP based video-conferencing between various GoG offices.



**Online Job Application System (OJAS)**

- Centralized system for accepting applications for Government Vacancies, TAT, TET etc.
- Online validation of individual's data like birth date, caste based age relaxation, PH, Ex-Serviceman, Gender specific details etc.
- Fees collection and forms collection facility
- SMS integration for intimation
- Online publication of exam Call letters
- Online filing of main exam for GPSC
- Ready back-office software for exam planning
- The Application forms are available 24x7
- Simplified forms with no paper work and elimination of application form sale
- Intimation through SMS of acceptance of application form, call letter intimation etc.
- Saves time at each stage and ensures Accuracy and transparency
- Saves expenditure incurred by the applicant and recruiting agency by eliminating the sale of application forms
- Restricts applications by enforcing Validation Rules.
- Minimizes management issues like keeping 2-3 lacks of applications with their enclosures, data entry of forms, planning of preparation of exams and results etc.
- An Eco-Friendly system due to less consumption of papers
- This will result in time saving by at least Six months.

**E - Counseling:**

Web based tool for on-line counseling for the students desirous of taking admission in various academic and technical courses offered in the state. It facilitates to select the institute and branch from any Internet point as per candidates eligibility.

**DTE (Directorate of Technical Education) (since 2009)**

1. BE/ B. Tech, 2. MBA/MCA, 3. Diploma Eng. Site: www.gujacpc.nic.in
- Build strong public interface to minimize travel burdens on counselees & their parents for counseling
  - Brings 100% transparency in seats allotment and admissions.
  - Merit protection follows the state reservation policy and Honorable Supreme Court guide lines
  - Centralized database and centralized monitoring.
  - Paper Less counseling.
  - Secured and controlled data access at every level.
  - Online payment gateway
  - SMS to candidates

**Bare code Ration card and Public Distribution System:**

- Issue of new BARCODED RATION CARDS having 2D barcode on it. BARCODE contains some crucial information of Ration card.
- The BIOMETRIC data of at least 1 member/card is captured as per ISO standard (ISO 19794-4 and 19794-2 (minutiae))
- Establishing the identity of a person through convergence of Ration Card data with EPIC, BPL,GAS, Electricity, Job Cards and Khedutkhatedar
- Food coupons to the beneficiaries to avail the commodity covered in Public Distribution System . The food coupons can be printed from e-gram/cyber café on biometric verification of beneficiaries.

**Apno Taluka Vibrant Taluka (ATVT):**

- Bringing the all activities of government under one roof in decentralized manner with greater transparency and efficiency using E-governance is needed, as a common citizen will be able to get benefits effectively and reliably.
- In this regard, the Government of Gujarat has taken an initiative to empower all the talukas in the state through ATVT.
- Applications for assistance under various services would now be collected and processed at the taluka level itself and the citizen would not be required to go up to district headquarters.
- **Citizen Centric** : Availability of services at their Taluka and as earlier, need not got to district head quarters.
- **Transparency** : The Entire process is carried out by the software and verify the application at multiple stages by authorized officials within the predefined time.
- **Cost Effectiveness** : Reduce the time and cost as the services are available at citizen centric and the citizen avail the service with nominal charges.
- **SMS Alert** : The beneficiary get the SMS Alert when application is received at ATVT center and when service is approved and ready for delivery.

- **The current status of the system:** 158 services More than 20 lakhs applications received

**E Gram – Vishvagram**

On the Birthday of Subhash Chandra Bose on 23rd January, CM Narendra Modi launched the e-Gram Vishwagram Project from Haripura, the place where Subhash Chandra Bose had given call for freedom. This Project Initiates e-Gram Project connecting 13716 Gram Panchayats and 6000 Citizen Common Service Centres as a part of the eGram connectivity Project. Some features of e-Gram Project are Video conferencing facilities at all villages, issuing the documents and certificates, application forms for various development and welfare schemes. Also 7/12 certificates to the farmers from panchayats. VSat communication technology based broadband connectivity, free of cost communication between panchayats, common service facilities, advantages of Internet and cyber connectivity and electricity-telephone bills, visa, E-postal services and many more facilities are provided through the online e-Gram project website.



**e-Dhara (E- Jamin) Computerized Land Record :**

E-Dhara enhances complete Computerization of Land Records across the state. Elimination of Manual Records, computer controlled mutation process and self sustainability are the leading objectives of e-Dhara system.

**Benefits:**

- ROR available 24x7 on at e-gram centers
- ROR available at e-Jamin centers also
- Re-use of data for agriculture census, re-survey under NLRMP, registration of documents etc.
- Secured data
- Only mutation process can change the data
- User logs
- Workflow based mutation process with FIFO
- Data access to different department only for view
- Can be extended to different offices for generating mutation automatically
- Now can be part of ATVT for accepting mutation requests.

**Vahan & Sarathi :**

- Vahan and Sarathi are designed and developed by NIC in consultation with Ministry of Road Transport and Highways to computerize services provided by RTO office in India.
- Vahan is mainly used for Registration of all categories of Vehicles, issue of Fitness and Permits and collection of Vehicle Tax. Web based Dealer system is also provided to facilitate easy submission of registration data by Dealer. This is integrated with Vahan to carry out all types of transactions. Vahan is imple-

mented in all 27 RTO in Gujarat.

- Sarathi deals with the various categories of Licenses to be issued to citizen. These include Learning License, Driving License, Conductor License and Driving School License. Online learning license test is also integrated with Sarathi which is mandatory before issue of LL. various types of transactions related to License can be done through Sarathi. Online facility is also created to accept Learning License applications with appointment. Key Management System is also implemented for Sarathi in all RTO in Gujarat. This helps to verify the issue of DL issued through Sarathi anywhere in India.
- State and National Register: State and National Register is also created for Registration data and Driving Licenses issued through Vahan and Sarathi. This helps to check and verify these data by enforcement agencies on requirement.

**Impact:**

- Helped RTO to stream line their operations
- Service delivery with speed, accuracy and transparency
- Helped to reduce queues at RTO.
- Processes are automated as far as possible.
- Use of technology to reduce waiting time for citizen at RTO.
- Data accuracy is increased due to acceptance of online applications



**E-Mamta (Mother and Child Tracking System)**

- High Maternal Mortality Ratio (MMR) & Infant Mortality Rate (IMR) caused by High Dropout Rates, High Left Out rates, Inadequate quality of RCH Services
- To build capacity to Find, Communicate and Use the Information effectively and link it to Individual Beneficiaries.
- Health Management Information System (HMIS) Monitors through Numbers - No attention is given to Individuals being left out of Health Care Service Delivery.
- Paradigm Shift from Number based Reporting to Individual Based Reporting

**Advantages:**

- Citizens can access the highest authority of the State to resolve the most challenging cases
- Citizens have the facility to know the status of their case from their nearest internet access point at their location or at the local Government office
- It saves time and cost of public as traveling to different offices and waiting for a long time before their grievances were settled is avoided
- SWAGAT has had an powerful indirect impact in encouraging state officials to resolve grievances before they reach the SWAGAT stage

### Health Management Information System

HMIS is to build trust and confidence for the general hospitals in the hearts of the citizen of the state by providing efficient and quality health services through IT application. They streamline the Operations with improved Patient care and effective Administration and Control. HMIS project was conceptualized by the department of health & family welfare to ensure the quality health care by IT application to provide standard clinical & diagnostic tools, hospital management tools and integration of management information at the state level so as to ensure online review & monitoring. The Project is undertaken by Department of Health and Family welfare.

### E-City

The Project undertaken by Revenue Department of GOG, Ahmedabad Municipal Corporation is the first Municipal Corporation in India to facilitate better performance of the delivery of municipal services like birth and death registration, building plan, primary health and education, city cleanliness, water supply, sewage, road, street-lights, parks and garden through e-governance to citizens of the city. For this Ahmedabad Municipal Corporation has established six City Civic Centers located in five zones of Ahmedabad city and also created forty-three ward civic offices all these interconnected via intranet/ Internet connectivity. Citizens have the facility to pay through net/bank/ cyber café.

### SICN (Sachivalya Integrated Communication Network)

SICN is a network owned by Government of Gujarat for their Voice Communication needs. This network is spread in capital of Gujarat Gandhinagar connecting almost all the Govt. Boards & Corporations Offices.

### ICT and e readiness Initiatives

Gujarat is an aspiring leader with e readiness Initiatives with the IT Policy 2006-2011. All departments have prepared their IT Action Plan, which has a one-year focus and a five-year perspective. A fix part of the budget is committed to IT related activities. Each department has Chief Information Officer (CIO) who reports directly to Secretary of the department.

The IT Policy also showcases other features. IT enhances man power skills, collaborations and Business promotions. Mega Projects, IT Parks, SEZ and spaces for IT/ITES promotions. Power exemptions for large units, financial assistance are other areas focused upon. Distance Learning and Education is yet another Initiative that takes a major uplift. Optimum use of existing educational infrastructure, including distance learning through satellite communication facilities is available at Bhaskaracharya Institute for Space Application and Geo-informatics (BISAG).

### Gujarat State Data Centre

State Data Centre (SDC) has been set up at Gandhinagar. The Project under the National e-Governance Plan (NeGP) of GOI, is identified as one of the core and critical infrastructure components needed for consolidation and hosting of applications essential for the eGovernance services. It is integrated with other two components i.e. SWAN and CSC/E-Gram. The GSDC (Gujarat State Data Center) includes 2600 sq.ft. of server and storage area, 600 sq. ft. of connectivity zone and 1300 sq.ft of control room and utility area.

GSDC has been connected to all the Government offices through GSWAN infrastructure. The GSDC acts as a mediator and convergence point between open unsecured public domain and sensitive government environment. The GSDC has been equipped to host/co-locate systems such as Web Servers, Application Servers, Database Servers, SAN, and NAS etc.

GSDC will provide much functionality such as Central Repository of the State, Secure Data Storage, Online Delivery of Citizen Information/Services Portal, State Intranet Portal, Disaster Recovery, Remote Management and Service Integration etc. GSDC would also provide better operation & management control and minimize over-

all cost of Data Management, IT Resource Management, Deployment and other costs.

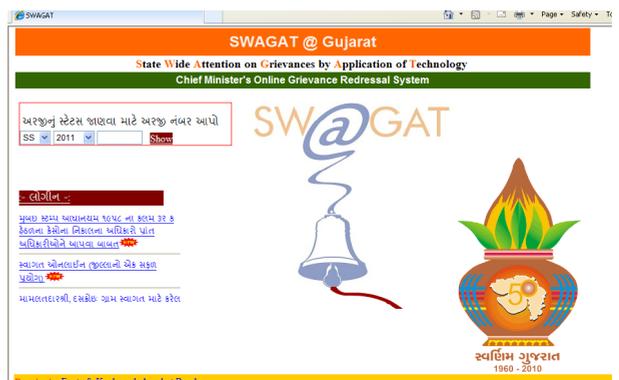
To provide decentralized delivery of services to the citizens in the state, Government of Gujarat has also set up three Mini Data Centres at Mehsana, Rajkot and Vadodara.

### Home Department

The portal of Home Department – www.home.gujarat.gov.in – covers total 70 individual websites, including that of the Home Department, all its HODs like Anti Corruption Bureau, Prohibition & Excise, IG Prisons etc. and Gujarat Police (DGP, Commissionerate, DSPs, Armed Unit, Training, Human Rights etc.), Port & Transport Department, Commissioner Transport and all RTOs & ARTOs. It is completely Dynamic (Unicode based) Web-Portal & Websites based on CMS (Content Management System) and having Online Updating Facility, User Interaction to the various Applications and Database, Search Engine enabled features, Online Complain and User Feedback facility.

The Portal is set with Objectives to bring the government department closer to the citizens and make the work and procedures of the Department speedy and transparent. It makes all the HoDs far more approachable and accessible; provide in-depth information about each office, going much beyond the requirements under the Right to Information Act. It also provides public interface to the applications like whom to contact (contact matrix), online complain, report & find missing/ stolen persons/ vehicle/ things, Track FIR status, find police station, Getting Tenant / Servant Registration etc.

In Gujarat, e-Governance has definitely come in handy insofar as reduction of corruption and significant increase in the state's tax revenue is concerned



### SWAGAT Online (State Wide Attention on Grievances through Application of Technology)

(URL : <http://swagat.guj.nic.in>) Swagat project is been hosted on every 4th Thursday of the month in the presence of Chief Minister Narendra Modi in the Jansampark Department of his Chief Minister Office. In his presence with all the department heads and the district representatives, the grievance of the common man are addressed through Video conferencing and solutions are provided online to the common man immediately. All the department heads try to find the solution to the common man's problem in the best possible way. Of the Applications received, justice to 92.45% is done by the mutual united initiative since the implementation.

### Advantages:

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