

e-KRANTI: An e-Governance Transformation Project to Redefine NeGP

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Abstract: In recent technology era, it is to be require explain all Government's schemes towards citizen in lucent manner so that actual required person can take benefit of that plans because most of the common citizens do not aware the Government initiative due to his lack of explicit understanding about several schemes. If a proper web portal or web application provides clear the every myth those are entered in citizen's mind due to confusion and lack of proper awareness. It is also very significant thing to optimal use of tool of ICT to deliver Government initiatives to proper and in need individual. So, this research paper will discover the core sides of e-Kranti programme with mission and principles because e-Kranti is an e-Governance transformation agenda to redefine Government plans, proposal, strategies, schemes and several initiatives. e-Kranti also endorses incorporation of common citizen, private organizations and Government towards central centric services.

Index Terms - Technology, Portal, Myth, ICT, Digital, e-Kranti, e-Governance and Centric.

I. INTRODUCTION

Good governance means a proper understanding of citizen's necessity constraints within social equality by the Government. The intention to serve good governance with the use of ICTs (Information and Communication Technologies) has need transformation of Government's functionality. This is escort to the structure of an innovative appearance of governance via the mean of E-Governance. E-Governance is defined as Government functions which take place over electronic communications among all phases of Citizens, Government and the business community, including products and services; placing and receiving orders; providing and obtaining information; and implementation financial transactions. [1] E-Governance is an application of ICT to Government functioning in order to turn out 'Simple, Moral, Accountable, Responsive and Transparent (SMART) Governance. [2]

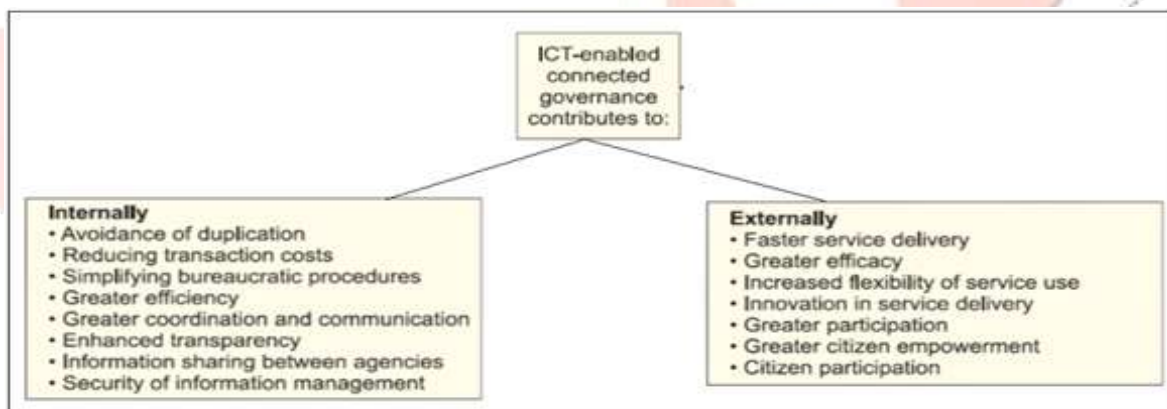


Figure: 1 SMART way forward (Source: Promoting e-Governance)

Basically, Digital India is an integrated programme to transform India into a digital empowered commune and information of financial system. The most important drive of e-Kranti programme is to speed up the functioning of e-Governance in India to accomplish the idea of NeGP (National e-Governance Plans) which is of "To provide Governmental facilities and services in easy manner to every citizen by service delivery centers and also make certainty of effectiveness, lucidity and reliability about these provided facilities at reasonable cost." The dream of e-Kranti is to "Transforming E-Governance for transforming governance". The mission of e-Kranti is "To make sure a Government extensive revolution to deliver all Government services digitally to the common men by an incorporated system through several ways with consisting efficiency, transparency and reliability of such services at affordable costs." This revolution in e-Governance will be getting by using latest technologies and serving integrated facilities by integrated systems and construct sustainable organizational and resource efficiency. [3] [4]

II. NATIONAL E-GOVERNANCE PLAN

Basically, To guide the e-Governance functionality several initiatives have been taken by several state as well as central Governments due to e-Governance initiatives are play an significant task in determining the progressive e-Governance plans. Cognizance has been taken of the notion that to speed up e-Governance implementation across the various arms of Government at National, State, and Local

levels, a programmed approach needs to be adopted, guided by common vision and strategy. This program has the latent of facilitated vast savings in economy by contribution of centre and support infrastructure, enabling interoperability by parameters and exploring an unspoiled sight of administration to citizen. The National e-Governance Plan (NeGP), takes a holistic explorer of e-Governance proposals crosswise the country, incorporated them into a cooperative vision and a shared basis.



Figure: 2 Complete e-Governance plan

“The Government approved the NeGP, comprising of 27 MMPs (Mission Mode Projects) and 8 components, on May 18, 2006. The Government has accorded approval to the vision, approach, strategy, key components, implementation methodology, and management structure for NeGP. However, the approval of NeGP does not constitute financial approval(s) for all the Mission Mode Projects (MMPs) and components under it. The existing or ongoing projects in the MMP category, being implemented by various Central Ministries, States, and State Departments would be suitably augmented and enhanced to align with the objectives of NeGP.” [5][6]

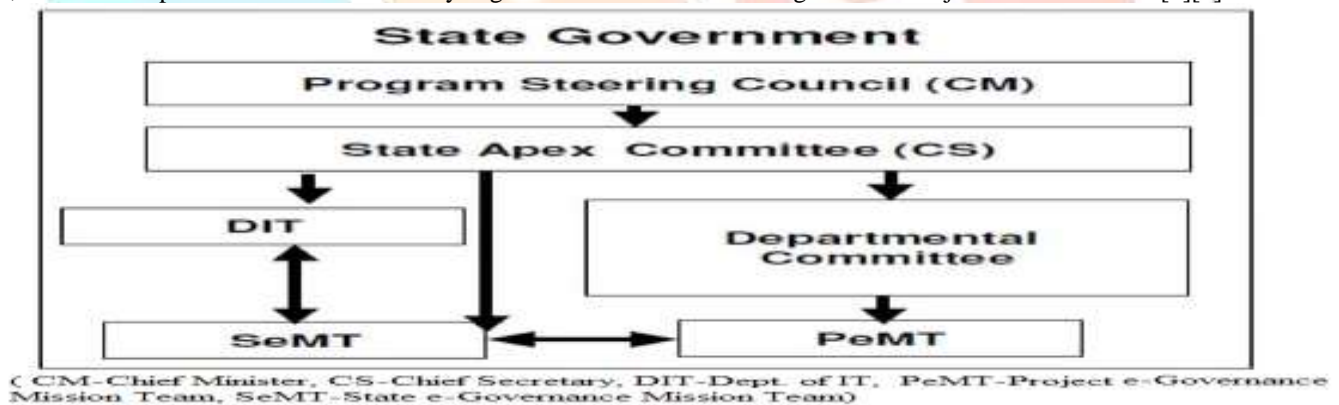


Figure: 3 Institutional framework under NeGP

A SWOT ((Strengths, Weaknesses, Opportunities and Threats)) analysis of NeGP carrying up various challenges in its execution that required to be reference as soon as possible. It obtain from the reports of both the expert groups stated above and the practice of DeitY in working with several departments executing the 31 MMPs. SWOT (Strengths, Weaknesses, Opportunities and Threats) analysis of NeGP is depicted in following:[6][9]

Table 1 SWOT analysis of NeGP [3]

STRENGTHS

1. There is a general awareness, both within & outside the government, of the importance of e-Governance
2. 24 out of 31 MMPs have gone live and produce over 11 Cr transactions p.m (TPM).
3. There is a significant increase in the number of professionals and experts working on eGov, both within government and in the industry.
4. Basic ICT infrastructure is available in all States
5. Significant funding has gone into eGov sector, both from GOI to States and by States themselves.
6. There has been a significant increase in the political support for the eGov program.
7. NeGP has catalyzed the movement towards bringing in legislations on the citizen's right to time-bound delivery of public services.
8. The environment created by NeGP has spawned a very large number of eGov projects, though outside NeGP, thus expanding the portfolio of services available online.

OPPORTUNITIES

1. The huge advancements in the Technology landscape during the last 7 years, enable more efficient, cost-effective and agile solutions to be designed now.
2. The advent of the Cloud enjoins the agencies to embrace the concept of shared infrastructure, platforms & services.
3. New business models that are based on OpEx rather than CapEx as in the past, are more feasible for adoption now.
4. A great leap in quality of service delivery is now possible, through a radical process re-engineering, breaking away from the conservative incremental approach that has so far been widely followed.
5. With the acute need having been recognized for a large number of eGov professionals for pursuing the ongoing programs, and more importantly, to take the program to a new level, there is a huge opportunity to establish an institution of international stature, for Capacity Building in the area of e-Governance. With its inherent strengths in the software & ICT sector, and with a large number of Indian IT companies already having a strong international presence, e-Governance can be a strong vertical that can move the IT exports to a higher level & help the country achieve the target of \$ 300 billion of IT turnover by 2020.

WEAKNESSES

1. NeGP has not become a national movement and could not produce the expected impact on the common man, especially in the rural areas.
2. There are significant time overruns.
3. Emphasis on Standards and interoperability is weak.
4. The degree of process-engineering is quite low
5. Mission-approach is lacking in implementation.
6. Age-old approval procedures have hampered pace and stifled enthusiasm.
7. There is a woeful lack of HR dedicated to eGov
8. Adoption of PPP model has not been adequate.
9. Monitoring & Evaluation systems are weak.
10. There is no accountability for timely implementation and for producing qualitative outcomes.
11. Problems of connectivity in rural areas continue to plague the program.
12. Sub-optimal use of the ICT infrastructure is a major concern.

THREATS

1. Allowing NeGP to proceed along the current direction and at the current pace may result in mass scale disillusion leading to e-Governance losing its appeal for transformation of the public sector.
2. The existing e-Gov projects would become obsolete or inefficient, if a fresh energy is not injected into them.
3. A large number of islands of IT activity will be created, which do not admit either bridging or integration.
4. Several countries competing with India on the software front, can take a strong lead in implementing eGov projects globally and capture the market share that India could otherwise get.
5. India could lose the opportunity to leapfrog in the quality and nature of citizen services offered through eGov, if she does not take advantage of the new generation technologies like the cloud, the big data analytics, social media and mobile computing, besides In-Memory Databases, Software Defined Networks, 4G and LTE. A technology refresh is the need of the hour for NeGP.

III. OBJECTIVES OF E-KRANTI

The objectives of e-Kranti' are as follows:^{[3][12]}

- A. To redefine NeGP with transformational and outcome oriented e-governance initiatives
- B. To enhance the portfolio of citizen centric services
- C. To ensure optimum usage of core ICT infrastructure
- D. To promote rapid replication and integration of e-governance applications
- E. To leverage emerging technologies
- F. To make use of more agile implementation models

IV. PRINCIPLES OF E-KRANTI

There are several principles of e-Kranti such as:^{[3][9][10][11][12]}

A. Transformation and not Translation

Project proposal should assure the pre-requisite of transformation basis such as quality, quantity and way of service delivery with enrichment in efficiency and competitiveness. It should be legal sustainability and essential to undertake a dose of revolution by proper modification to the span of former MMPs. Transformation can be in various forms such as substantial procedure, refurbishing advancement at service deliverance points, latest technology in innovative ways, elimination of manual work and self financing business system.

B. Integrated Services and not Individual Services

In this integrated architecture any specific e-service obtained by the citizen/business regularly requires to grant lot of supporting documents with the application and some of these documents are issued by outside authorities. The solution resides in conceptualizing, designing and executing a collective service which is integrated and interoperable. There has been a considerable progress in stretch of integrating the front end delivery points for serving a number of citizen facilities crossways the same counter. However, to ensure that the services are really integrated in backend procedures and front end deliverance to stakeholders. There should be a set up to common middleware and incorporate the back end procedures. The widespread and possibly, enforced use of Aadhaar for recognition and the use of e-Pramaan framework (<http://epramaan.gov.in>) designed by DeitY (Department of Electronics and Information Technology) for verification and recommendation of persons. Following figure 4 depicts an integrated service delivery framework for e-Kranti.



Figure: 4 Integrated service delivery framework for e-Kranti.

C. GPR to be mandatory in every MMP

It is needed to consent GPR (Government Process Re-engineering) as the first step in all the new MMPs without which a project may not be sanctioned. A framework and a yardstick for computing the degree of progression reengineering proposed or undertaken in each MMP should be intended without delay and functional. Only the projects congregation the approved GPR criterion and crossing the standard attain should be endorsed. The degree of GPR should be assessed for the active MMPs and essential correctives practical and inclusive procedure transformation should be carried out by the departments accepting the principles like elimination of NVAs, process optimization, standardization, integration, automation and self service.

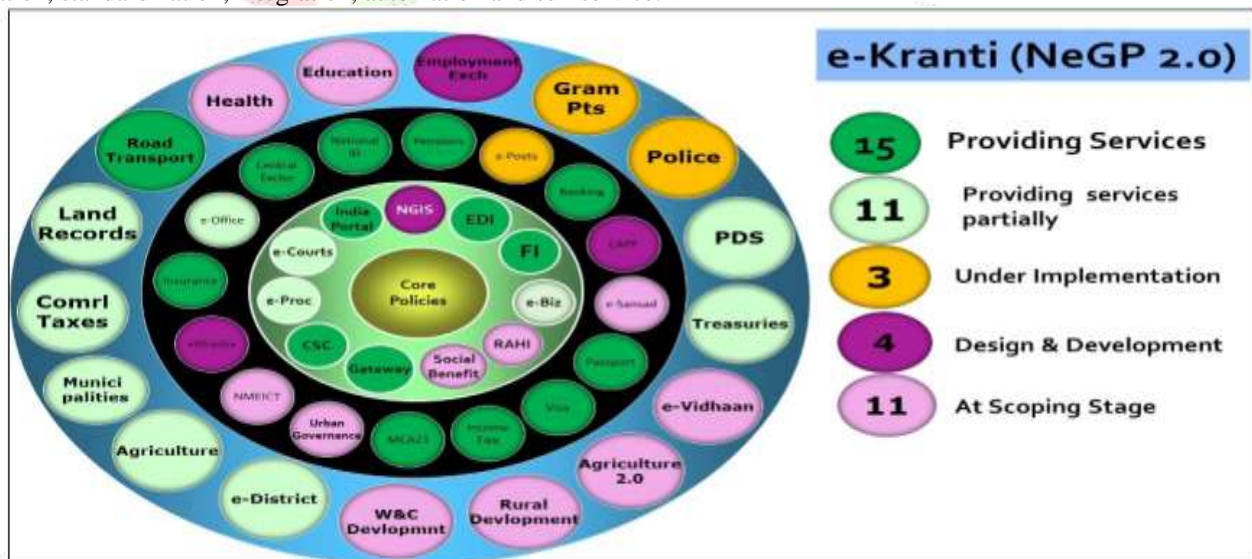


Figure: 5 e-Kranti (NeGP 2.0)

D. Infrastructure on Demand

DeitY has set-up centric infrastructure such as SDC (State Data Centres), SWAN (State Wide Area Networks), CSC (Common Service Centres) and SSDG (State Service Delivery Gateways) which assist in fetching civic services closer to citizens, as well as following Government to Business (G2B) and Government to Government (G2G) facilities. Other current initiatives such as the National Optical Fibre Network, National Data Centres and National Knowledge Network are also expected to participate in a significant responsibility in the on the whole e-Governance and ICT.

E. Cloud by Default

Transparency, Flexibility, cost effectiveness and alertness serve by the cloud computing technology. The cloud strategy should be extensively executed both at the central and the state Governments as well as in the Public Private Partnership's mission. The theory of, "Cloud by Default" should be adopted by the Government sections in new and existing e-Governance plans. Implementation of cloud can rapid path the execution of plans as it abridge software and hardware requirement. So, first choice should right from the inception of the project to implementation of model.

F. Mobile First

Low cost handsets, smart phones and tablets would be omnipresent in near expectations specified the extremely high growth prices seen in the market. DeitY's Mobile Seva project has accomplished great success in making a federal cloud based MSDG (Mobile Service Delivery Gateway) for providing digital facilities via several mobile channels like USS, SMS, IVRS and Apps.

G. Mandating Standards and Protocols

Large investments of DeitY's projects are not clearly visible, due to require of uniform approach. Currently, the e-Governance set some parameters for administrative instructions. They do not have authorized significance nor can they be mandated. E-governance standards should also contain the generic parameters that DeitY grows as the area explicit parameters that line ministries grow. The line ministries should provide precedence at the uppermost level to the MDDS committees comprise below in general direction of the National Institute for e-Governance Standards.

H. Language Localization

In order to serve e-Governance services in manifold language, it is critical to go behind localisation parameters. Internationalization is a procedure of design a software application so that can be custom-made to different languages and area by sinking engineering efforts. Localization is also adaptation of a product, application to meet the language, cultural and other requirements of a specific region. Apart from transformation of the user interface and documentation, it also covers numbers, date, time formats, currency, keyboard, collation, symbols, icons, colors etc.

I. National GIS

NGIS (National Geographic Information System) is driven project to build up a mechanism to consume geo-spatial data held by a several organizations like MoES, NIC and survey of India etc. and build resolution carrying tools. The NGIS would be a association of DeitY, DoS (Department of Space) and MoES (Ministry of Earth Sciences), DST (along with Department of Science and Technology). The NGIS required to be leveraged as a framework as well as a provision for the advantages of several projects and e-Governance initiatives with monitoring of the projects.

J. Security and Electronic Data Preservation

E-services and online applications should hold on to prescribe safety measures consisting cyber security. Growing computerization and adoption of E-Governance in several governance domains have led to formation of a large amount of data and record in digital form so, there is a requirement to protect and preserve the these digital data and records for further in future reference for use.

CONCLUSION

As per observation of this research paper it not enough to use or just possessing ICTs, it may make work more complex and critical unless complete clarity about why, when, where and how to use power of tools of ICT to get desired outcomes in the simplified manner. One of the drawbacks of NeGP is that insufficient concentration has been given to course reengineering with a outcome that the citizen has to go by numerous preventable initial steps looking for a provisions and also requires to build a numeral of journey to the delivery centre, before citizen's request is fulfilled. So, there are a lot of non-value adds and Government Process Re-engineering includes in the entire process in e-Kranti. e-Kranti provides e-Governance revolution by redefining proposal and strategies of Government initiatives with integration of citizen, private partnership and Government departments suggestion and proposal for one point citizen centric service deliverance model.

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