

**GOVERNMENT OF INDIA
PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA**

UNSTARRED QUESTION NO:3991
ANSWERED ON:18.08.2010
E OFFICE MISSION MODE PROJECT
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Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

- (a) whether the Government has taken up the e-office Mission Mode Project (MMP) under National e-Governance Plan (NeGP) to modernise Central Government offices leading to use of less paper;
- (b) if so, the details thereof;
- (c) the aims and objectives of the MM Project and the progress made in this regard alongwith the present status of the Project;
- (d) whether the Project would also be launched in other Government offices including in the State Government offices; and
- (e) if so, the details thereof?

Answer

MINISTER OF THE STATE (Independent Charge) IN THE MINISTRY OF SCIENCE and TECHNOLOGY; MINISTER OF THE STATE (Independent Charge) IN THE MINISTRY OF EARTH SCIENCE; MINISTER OF THE STATE IN THE PRIME'S MINISTER OFFICE; MINISTER OF THE STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS; AND MINISTER OF THE STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS (SHRI PRITHVIRAJ CHAVAN)

(a) & (b): The Department of Administrative Reforms & Public Grievances (DAR&PG) has taken up the e-Office Mission Mode Project (MMP) under National e-Governance Plan (NeGP) that has been conceptualized to modernize the Central Government Offices through introduction of Information Technology. The e-Office MMP envisages an user-friendly and integrated file and records management software solution with implantation of associated process reforms. The e-Office MMP is aimed at introducing the concept of e-file in the government offices leading to a less paper office.

(c): The broad objective of e-Office are :-

- (i) To improve efficiency, consistency and effectiveness of government responses.
- (ii) To reduce turnaround time and to meet the demand of the citizen charter.
- (iii) To provide for effective resource management to improve the quality of administration.
- (iv) To enhance transparency and accountability.

To successfully implement this project, detailed studies have been conducted through National Institute for Smart Governance (NISG) on various processes involved in the implementation which include :

- (i) Business Process Re-engineering
- (ii) Technology Scanning, Standards and Architecture
- (iii) Change Management
- (iv) Best Practice Survey

Based on these studies, National Informatics Centre (NIC) has been entrusted the job of developing the software and then its implementation at three pilot locations viz. Department of Administrative Reforms & Public Grievances, Training Division of Department of Personnel & Training and e-Governance Division of Department of Information Technology. The software (e-Office) has been developed and preparatory work at pilot locations is in progress.

(d) & (e): The project will be implemented in other Government Ministries/Departments in a phased manner after its successful implementation/assessment at the pilot locations. Presently, the MMP is targeted at Central Government Offices only.