

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

UNSTARRED QUESTION NO:4562  
ANSWERED ON:21.12.2011  
ASSESSMENT OF IMPACT OF COMPUTERISATION  
Owaisi Shri Asaduddin

**Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:**

- (a) whether the Government has assessed the impact of computerisation in Central Government offices in the country;
- (b) if so, the estimated sum being saved by the Government on reduction of paper use after introduction of e-governance;
- (c) whether the Government has chalked out any plan to make the Central Government offices paperless or reduce some percentage of paper work; and
- (d) if so, the details thereof?

**Answer**

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and Minister of State in the Prime Minister's Office.  
(SHRIV. NARAYANASAMY)

(a) & (b): No, Madam.

c): Yes, Madam.

d): The National e-Governance Plan (NeGP) of Government of India consists of 31 Mission Mode Projects (MMPs) and 8 Support Components. One of the objectives of the MMPs is to reduce some percentage of paper work in the Government offices. Under the various MMPs, legacy data is being computerized. e-Office is one of the MMPs. The e-Office MMP is aimed at introducing the concept of Less Paper and efficient Offices in all the Government of India Offices. The project was launched at three pilot locations namely Department of Administrative Reforms & Public Grievances, e-Governance Division of Department of Information Technology and Training Division of Department of Personnel & Training in September, 2010.

In addition to the above,

# The National Portal of India has been created under NeGP to provide a convenient single window access for a variety of Government information and services. It is the central repository of documents, forms, services, acts, announcement, schemes and rules etc.

# The Centralized Public Grievances Redress and Monitoring System (CPGRAMS) has been developed as an integrated application system which primarily aims at submission of grievances by the aggrieved citizens from anywhere and anytime basis.