# GOVERNMENT OF INDIA
# COMMUNICATIONS AND INFORMATION TECHNOLOGY
# LOK SABHA

UNSTARRED QUESTION NO:2475
ANSWERED ON:28.03.2012
ELECTRONICS DELIVERY SERVICES
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**Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:**

(a) whether the Government has identified the services, such as registration of birth and death, land records, etc. proposed to be provided in electronic mode to the citizens;

(b) if so, the details thereof and the funds earmarked for the purpose;

(c) the time by which it is likely to be implemented;

(d) whether challenges/difficulties are being faced in delivering the services electronically to common citizens and if so, the details thereof; and

(e) the steps taken by the Government to meet the challenges and increase the number of services under it?

# Answer

MINISTER OF STATE FOR COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT)

(a)to(c): Yes, Sir. Services such as registration of births and deaths and land records are part of the e-District MMP and National Land Records Modernization Program. ( NLRMP) The Government has approved the e-District Mission Mode Project (MMP) which aims at electronic delivery of high volume citizen centric public services at district and sub-district level. The e-District MMP has an outlay of Rs 1663.08 crores. As per approval of the e-District MMP, the time frame for implementation is 2010-11 to 2014-15.

(d): The Challenges being faced in delivering the services electronically to common citizens includes Business Process Re-engineering, Capacity Building and establishment of ICT infrastructure in the States.

(e): Under the National e-Governance Plan, the core ICT infrastructure in the form of State Wide Area Networks (SWANs), State Data Centres (SDCs) and Common Service Centres (CSCs) have been set up in the States.

A Capacity Building program has also been approved under which trained and professional manpower is provided to the States for conceptualization and implementation of programs for delivering services electronically to common citizens. In addition specialized training program is provided to field level Government officials.

The E-District MMP also entails training of Government Staff to enable them to deliver services in an electronic mode to the Citizens.

Further the Government has introduced the Electronic Delivery of Services Bill, 2011 in Lok Sabha in December 2011 which seeks to mandate Electronic Delivery of all public services within 5 years of enactment of the Bill.