GOVERNMENT OF INDIA
PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:2909
ANSWERED ON:29.08.2012
E-GOVERNANCE
Sule Supriya

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

(a) the details of steps taken to make e-governance more efficient and effective tool in bringing more transparency in administration and public services departments;

(b) the status of use of Information Technology in Government offices;

(c) whether the Government is considering the Common Work Flow system in the Government Process Architecting Framework (GPAF) as recommended by the Administrative Reforms Commission; 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. (SHRI V. NARAYANASAMY)

(a) & (b): The National e-Governance Plan (NeGP) of Government of India aims to make all Government services accessible to the common man in his locality through common service delivery outlets and ensure efficiency, transparency and reliability of such services at affordable costs to realize the basic needs of the common man.

NeGP includes creation of e-Governance related Information Technology infrastructure and standards as well as driving the growth and development of electronic services for citizens. Under NeGP, 30 State Wide Area Networks and 17 State Data Centers have already been operationalized.

The e-District Mission Mode Project is functional in 13 pilot states for direct delivery of e-Services to citizens. Over 88000 Common Services Centers are in operation to provide access to citizens for availing various e-Governance services.

Various central Ministries and State Governments are engaged in rolling-out 31 Mission Mode Projects (MMPs) for facilitating a wide range of citizen services.

(c) & (d): The Department of Administrative Reforms & Public Grievances has circulated the 'Government Process Architecting Framework' (GPAF). This is a generic framework for rationalization and reengineering of the processes in a government organization. This is to ensure that redundant processes are eliminated and processes that are essential to delivery of the critical services are optimized. GPAF describes a six-phase methodology to rationalize the processes within the government i.e.

1. Establish team and initiate project.

2. Define the strategic intent and scope of the architecture.

3. Analyze current (baseline) process and data architecture (As-is).

4. Design the target process architecture (To-be).

5. Evolve IT solution architecture.

6. Formulate the implementation plan.