

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

UNSTARRED QUESTION NO:4145
ANSWERED ON:19.12.2012
TECHNOLOGY BASED SOLUTIONS
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Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

- (a) whether technology based solutions could address most of the problems of the administration in our country;
- (b) if so, the details thereof;
- (c) whether the Government is taking any initiatives for effective implementation of technology in administration; and
- (d) if so, the highlights of such initiatives?

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) to (d) : The National eGovernance Plan (NeGP) of Government of India comprises of 31 Mission Mode Projects (MMPs) having a singular mission to make Government services accessible to the common man in his locality, through efficient, transparent and reliable mechanisms. The NeGP will transform high priority citizen services from their current manual delivery into e-delivery. Under the programme robust e-infrastructure is being created to facilitate deployment of Information and Communication Technology (ICT) solutions by various Departments and State Governments. For making public services available to citizens, Department of Electronics & Information Technology (DeitY) have established around 1 lakh Common Services Centers across the country to access e-Governance services. Under the Capacity Building Scheme, the State e-Mission Teams have been setup in 32 States by DeitY and over 700 Government officials have been trained. A total of 9.8 Crore electronic transactions have been reported for the month of November 2012. One of the Mission Mode Project under NeGP, the e-Office Mission Mode Project, envisages a user-friendly and integrated file and records management software solution.