GOVERNMENT OF INDIA
PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:4170
ANSWERED ON:19.02.2014
ELECTRONIC GOVERNANCE INTERFACE
Tandon Annu

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

(a) the steps taken by the Government for creating electronic governance interface for all citizen centric and customer facing governance services;and

(b) the steps taken by the Government to provide all electronic governance services over mobile phones, IVRS and voice portals?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCE AND PENSIONS AND MINISTER OF THE STATE IN THE PRIME MINISTER`S OFFICE (SHRI V. NARAYANASAMY)

(a) The Government has approved Common Service Centres (CSC) scheme for establishing CSCs in the rural areas of the country. These CSCs are Information Communication Technology (ICT) enabled with broadband connectivity and provide various government, business and social services near the localities of the citizens. The scheme is being implemented in Public Private Partnership mode. As on 31st December, 2013, 128,724 CSCs have been rolled out covering thirty three states/UTs.

Besides this, government departments have their own websites to provide electronic governance services.

(b) The Mobile Seva has been developed by Department of Electronic & Information Technology (DeitY) as the core infrastructure for enabling the availability of electronic governance services through mobile devices. Mobile Seva enables the integration of the mobile platform with the common e-Governance infrastructure consisting of State Data Centres (SDCs), State Wide Area Networks (SWANs), State and National Service Delivery Gateways (SSDGs/NSDG).

As on date, 911 Central and State Government Departments are using Mobile Seva for providing SMS-based services and over 64.8 Crore Short Messaging Service(SMS) have been sent to citizens for various mobile based services.

As on date, over 274 public services have been made available to the citizens and stakeholders through Mobile.