

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

STARRED QUESTION NO:244
ANSWERED ON:11.05.2016
Digitisation of Services
Pal Shri Jagdambika

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether a number of citizen centric services are being digitised and if so, the details thereof;
- (b) whether some deficiencies/complaints in the working of schemes including those in digital/online mode have been received and if so, the details thereof; and
- (c) whether the Government proposes to make these services available both in online and offline modes and if so, the details thereof?

Answer

(a) to (c): A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO LOK SABHA STARRED QUESTION NO *244 FOR 11-05-2016
REGARDING DIGITISATION OF SERVICES

(a): Yes, Sir. The Government of India is implementing the Digital India programme to transform India into a digitally empowered society and knowledge economy. One of the primary focus areas of Digital India is Pillar 5: eKranti- Electronic delivery of services. e-Kranti aims to ensure a Government wide transformation by delivering all Government services electronically to the citizens through integrated and interoperable systems via multiple modes, while ensuring efficiency, transparency & reliability of such services at affordable costs. In e-Kranti, 44 Mission Mode Projects (13 Central, 17 State and 14 Integrated MMPs) are being implemented. Under the 25 operational MMPs 222 services are being provided. Also, More than 192 crore e-transactions have been reported since 01st Jan 2016.

Services being provided online include income tax, passport, immigration, core banking, pension grievance redressal, courts, police, RTI, utility payments, licenses, social welfare schemes, agriculture, municipality, land record, vehicle registration and driving license, public distribution system (PDS) and financial inclusion (banking accounts, Jan Dhan Yojna, Suraksha Bima & Jeevan Jyoti Bima policy) etc.

The details related to initiatives for electronic delivery of citizen centric services are:

â€¢ 1.99 lakh Common Service Centres (CSCs) have been made operational and 1,40,751 Kms OFC Pipe laid and over 1,12,884 kms optical fibre have been laid for providing connectivity to 50,465 Gram Panchayats to deliver services to citizens in rural areas.. Rural tele-density has crossed 50.09%. Guidelines for Spectrum sharing and trading and liberalisation of Spectrum have been issued.

â€¢ More than 2 crore passport applications have been processed.

â€¢ 100 crore plus Aadhaar enrolments have completed so far.

â€¢ 12 lakh Digital Lockers have already been opened to store and share documents with agencies.

â€¢ Over 1 crore students have registered for online provisioning of scholarships through the National Scholarship Portal. 21 scholarship schemes from 9 Ministries/Departments are registered.

â€¢ Aadhaar enabled biometric Digital Life Certificate, namely Jeevan Pramaan have been successfully processed for 5.25 lakh pensioners.

â€¢ Through e-Hospital/ORS (Online Registration System), 21.96 lakh appointments have been availed at 37 major hospitals.

â€¢ More than 19 lakh citizens have registered on MyGov platform to exchange ideas/suggestions with the Government.

â€¢ Approximately, 63 lakh citizens have registered to access open government data.

â€¢ Wi-Fi is being provided by BSNL at 2500 locations.

â€¢ National Institute for Electronics & Information Technology (NIELIT) has trained 5.5 lakh students for IT sector jobs.

â€¢ Under Digital Literacy Program (Digital Saksharta Abhiyan), around 33.74 lakh candidates have been enrolled for training, 24.43 lakh candidates trained and 6.35 lakh candidates certified.

â€¢ Several guidelines and policies have been issued e.g. Policy on Adoption of Open Source Software for Government of India, Framework for Adoption of Open Source Software in e-Governance Systems, Policy on Open Application Programming Interfaces (APIs) for Government of India, Policy on Collaborative Application Development by Opening the Source Code of Government Applications and Application Development & Re-Engineering Guidelines for Cloud Ready Applications.

(b): No, Sir.

(c): Yes, Sir. Under e-Kranti, the Government of India has made concerted effort to make offline Government services to be also delivered through online mode, ensuring that all citizens would have access to them, thereby improving the quality of basic governance on an unprecedented scale.

e-Kranti has a three tier architecture. The Common Service Centres (CSCs) are the front-end delivery points for a range of citizen services. The common man feels empowered when he is able to get a service in a transparent manner, at a convenient location and at an affordable cost. These centers also provide employment to the entrepreneurs running them, besides being useful in rolling out all kinds of governmental schemes such as those for financial inclusion, enumeration of data, insurance and IT education.

The second tier is of the common and support infrastructure that can allow information to be shared electronically between different agencies of the government and with citizens. Included in it, are the State Wide Area Networks (SWANs), which form the converged backbone network for data, voice and video throughout a state / UT, the State Data Centers (SDCs) which can provide common secure IT infrastructure to host state-level e-government applications and data, the middleware gateways i.e National e-Governance Service Delivery Gateway (NSDG), State e-Governance Service Delivery Gateway (SSDG) and Mobile e-Governance Service Delivery Gateway (MSDG). The Government has implemented Meghraj (GI-Cloud) to accelerate delivery of e-services in the country while optimizing ICT spending of the Government. National Cloud is a state-of-the-art secured government cloud set up providing services over the ICT infrastructure spanning its National Data Centers.

The third tier comprises the 44 Mission Mode Projects (MMPs) which will transform high priority citizen services from their current manual delivery into e-delivery. Each MMP is owned and spearheaded by the relevant Ministry/Department of the government or by a state government, and is called Mission Mode Project because it has a definite timetable, service levels, project implementation team and process reengineering plans.
