

Digital India

Digital India is a campaign launched by the Government of India to ensure the Government services are made available to citizens electronically by improved online infrastructure and by increasing Internet connectivity or by making the country digitally empowered in the field of technology. The Digital India programme is a flagship programme of the Government of India with a vision to transform India into a digitally empowered society and knowledge economy. The initiative includes plans to connect rural areas with high-speed internet networks. Digital India consists of three core components,

1. Development of secure and stable digital infrastructure.
2. Delivering government services digitally.
3. Universal digital literacy.

Digital India was launched by the Prime Minister of India Narendra Modi on 1 July 2015 with an objective of connecting rural areas with high-speed Internet networks and improving digital literacy. The vision of Digital India programme is inclusive growth in areas of electronic services, products, manufacturing and job opportunities etc. and it is centred on three key areas – Digital Infrastructure as a Utility to Every Citizen, Governance & Services on Demand and Digital Empowerment of Citizens.

The Government of India entity Bharat Broadband Network Limited (BBNL) which executes the Bharat net project will be the custodian of Digital India (DI) project. BharatNet will connect all the 625,000 villages of India by December 2018.

The Government of India specifically targets nine 'Pillars of the Digital India' as follows:

1. Broadband Highway
2. Universal Access to Mobile connectivity
3. Public Internet Access Programme
4. E-Governance, reforming Government through Technology
5. E-Kranti, electronic delivery of services
6. Information for All
7. Electronics Manufacturing
8. IT for Jobs
9. Early Harvest Programmes

New digital services

Some of the facilities which will be provided through this initiative are Bharat net, Digital Locker, e-education, e-health, e-sign, e-shopping and national scholarship portal. As the part of Digital India, Indian Government planned to launch Botnet cleaning centers.

1. **National e-Governance Plan** aimed at bringing all the front-end government services online.
2. **MyGov.in** is a platform to share inputs and ideas on matters of policy and governance. It is a platform for citizen engagement in governance, through a "Discuss", "Do" and "Disseminate" approach.
3. **UMANG** (Unified Mobile Application for New-age Governance) is a Government of India all-in-one single unified secure multi-channel multi-platform multi-lingual multi-service freeware mobile app for accessing over 1,200 central and state government services in multiple India languages over Android, iOS, Windows and USSD (feature phone) devices, including services such as AADHAR, DigiLocker, Bharat Bill Payment System, PAN, EPFO services, PMKVY services, AICTE, CBSE, tax and fee or utilities bills payments, education, job search, tax, business, health, agriculture, travel, Indian railway tickets bookings, birth certificates, e-District, e-Panchayat, police clearance, passport, other utility services from private companies and much more.
4. **eSign framework** allows citizens to digitally sign a document online using Aadhaar authentication.
5. **Swachh Bharat Mission (SBM)** Mobile app is being used by people and Government organisations for achieving the goals of Swachh Bharat Mission.
6. **eHospital application** provides important services such as online registration, payment of fees and appointment, online diagnostic reports, enquiring availability of blood online etc.
7. **Digital attendance:** The "attendance.gov.in" is a website, launched by PM Narendra Modi on 1 July 2015 to keep a record of the attendance of Government employees on a real-time basis. This initiative started with implementation of a common Biometric Attendance System (BAS) in the central government offices located in Delhi.

Mobile Governance

M-governance is a sub-domain of e-governance. It ensures that electronic services are available to people via mobile technologies using devices such as mobile phones. These services bypass the need for traditional physical networks for communications and collaboration. Mobile services are also cheaper as well as accessible in most of the rural areas in India. Increasing the mobile phone accessibility, adaptability and with the millions of subscription base, governments are promoting and using the mobile phone in delivery the e-Governance services. In the last few years, governments have seen mobile phones can empower citizens and affect the way citizens interact with each other and with society at large. Mobile phones are also considered to be an effective tool in strengthening democracy through better citizen-government interaction, thus influencing the political decision making process and making governments accountable for their activities.

Objectives

M-Governance aims at providing fast and easy access of public services to citizens through mobile devices. Mobile services are quickly emerging as the new frontier in transforming government and making it even more accessible and citizen-centric by extending the benefits of remote delivery of government services and information. Delivering timely and accurate information to citizens and an established system of two-way communication between the government and people is one of the keys to strengthening democracy by facilitating enhanced utilisation of public services, participation and empowerment of citizens. The use of mobile technologies has been prominent in government departments especially in agriculture, health care, financial services, retail trading, utilities, communications, manufacturing, transportation and services. Businesses too have woken to the popularity of mobile phones and are introducing services, especially in the Banking sector. Mobile banking is the future because of its cost effectiveness and ability to reach out to customers in remote areas.

M-Governance in India

Government of India aims to utilize the massive reach of mobile phones and harness the potential of mobile applications to enable easy and round-the-clock access to public services, especially in the rural areas and to create unique infrastructure as well as application development ecosystem for m-Governance in the country.

The Government of India is implementing the “Digital India” programme with a vision to transform India into a digitally empowered society and a knowledge economy. Under the Digital India programme, e-Kranti envisages provisioning of various e-Governance services in the country. The focus of the e- Kranti programme is to transform the e-Governance services by expanding the portfolio of Mission Mode Projects (MMPs) in e-Governance under various Government Departments, undertaking Government

Process Reengineering (GPR), work flow automation, introducing latest technologies such as Cloud and mobile platform and focus on integration of services.

The Ministry of Electronics and Information Technology developed and notified the framework for Mobile Governance in February, 2012. The m - Governance framework of Government of India aims to utilize the massive reach of mobile phones and harness the potential of mobile applications to enable easy and round - the - clock access to public services, especially in the rural areas. The framework aims to create unique infrastructure as well as application development ecosystem for m - Governance in the country. Following are the main measures laid down by MEIT:

- Web sites of all Government Departments and Agencies shall be made mobile-compliant, using the “One Web” approach.
- Open standards shall be adopted for mobile applications for ensuring the interoperability of applications across various operating systems and devices as per the Government Policy on Open Standards for e-Governance.
- Uniform/ single pre-designated numbers (long and short codes) shall be used for mobile-based services to ensure convenience.
- All Government Departments and Agencies shall develop and deploy mobile applications for providing all their public services through mobile devices to the extent feasible on the mobile platform. They shall also specify the service levels for such services.

To ensure adoption and implementation of the framework in time bound manner the government developed the Mobile Service Delivery Gateway (MSDG) that is the core infrastructure for enabling the availability of public services in through mobile devices.

Benefits of M-Governance

- Cost Saving
- Proficiency
- Transformation/modernization of public sector organizations
- Added convenience and flexibility
- Better services to the citizens
- Easy interaction

PAWAN

The State Government has established Punjab State Wide Area Network (PAWAN) vertical connectivity to act as an intra-government network with 16 Mbps connectivity from the State Headquarters to 22 District Headquarters and 2/4 Mbps from District Headquarter to Block Headquarters 197 Point of Presence (PoPs) upto Block level has been connected to the PAWAN.

Punjab state Wide Area network is a robust and converged network under NeGP for Data, voice, and video communication throughout the state of Punjab .The objective behind creating the PAWAN is to create a dedicated closed group (CUG) network among various state offices

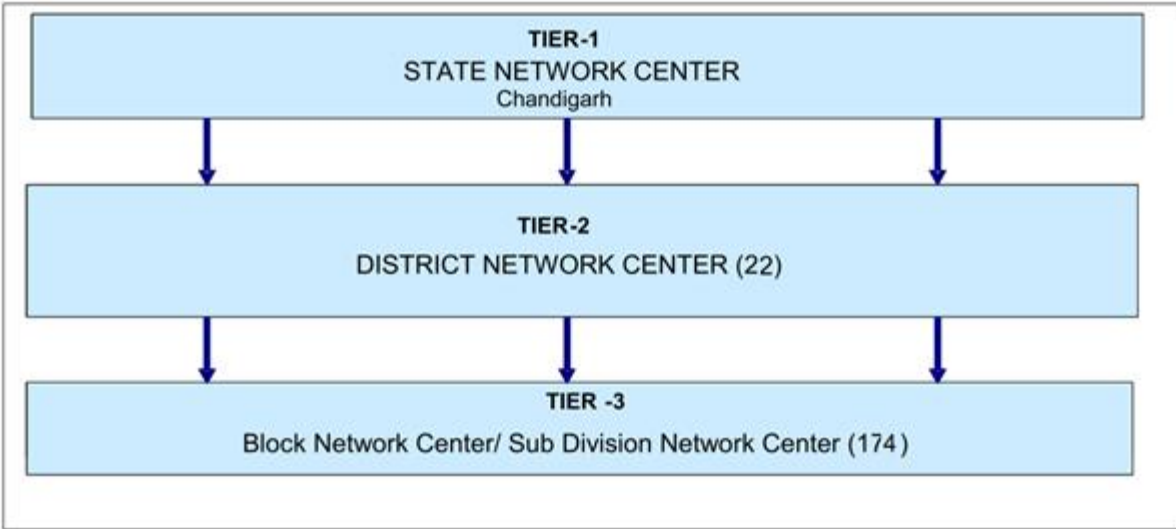
PAWAN Network is highly secured from external attacks with required security infrastructure in place .More than 700 engineers are dedicatedly maintaining this network along with the BSNL team and third party auditors is regularly monitoring the performance of the PAWAN to ensure high performance as per defined service levels .The Department of governance reforms has signed The Service Level Agreement with BSNL for maintaining specified service standards. Services provided by the various departments can be easily integrated, once connected with PAWAN Replication of the hardware and infrastructure and bandwidth will not be required by the departments if PAWAN is used . PAWAN vertical bandwidth is provided free of cost to state departments, as it is funded by the Government of India (GOI) .

Current Status of PAWAN project

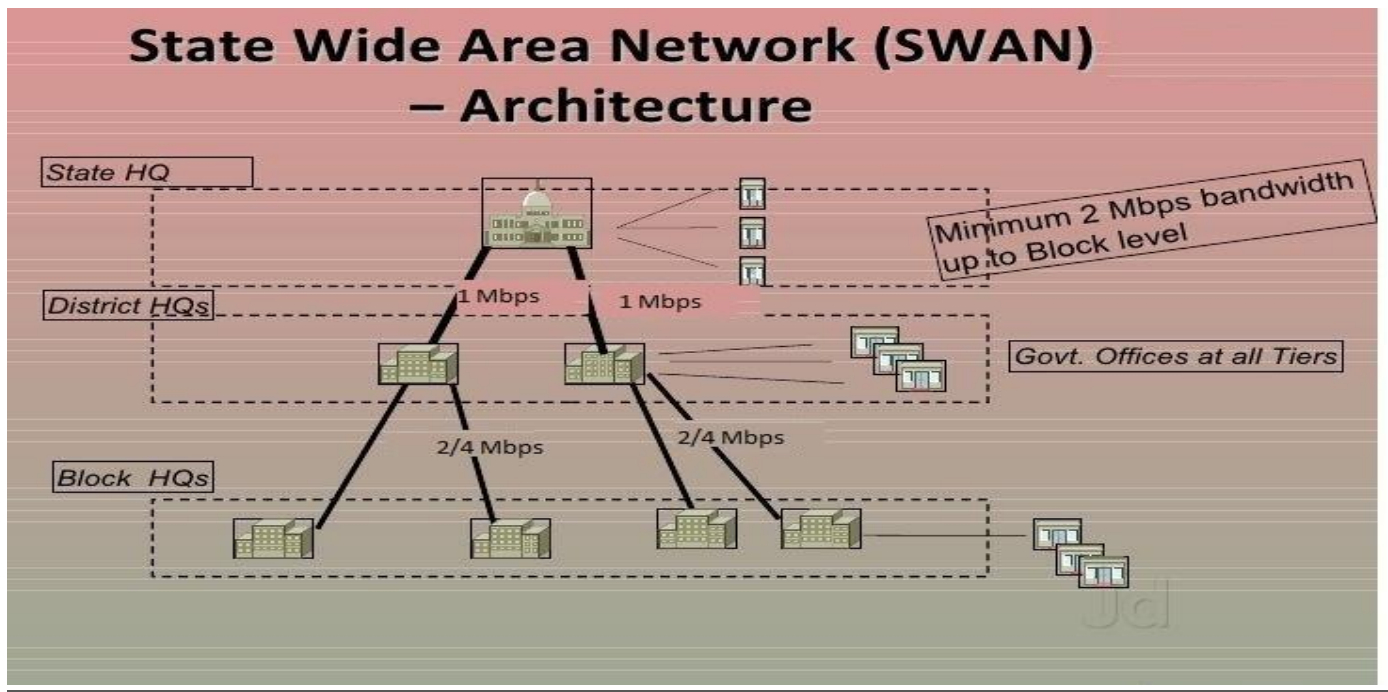
The PAWAN Project has been following a 3 tier structure through Point-of-Presence, which comprises of:

1. Tier I – State headquarters or State Network Centre
2. Tier II – District headquarters or District Network Centre
3. Tier III- Sub-divisional headquarters or Sub-divisional Network Centre and Block headquarters or Block Network Centre.

Currently PAWAN have 197 point of presence PoP which has been extended to all districts, sub divisions and Block head quarters, CM residence, Punjab Civil Secretariat I and II and 20 State departments with more than 900 field offices have already been connected to this network.



197 Points of Presence (POPs)



E-District Punjab

Districts are the de facto front-end of government where most Government-to-Consumer or G2C interaction takes place. The e District project was conceptualized to improve this experience and enhance the efficiencies of the various Departments at the district-level to enable seamless service delivery to the citizen.

Front-ends under the scheme, in the form of citizen facilitation centers, are envisioned to be built at District-, Tehsil-, Sub-division- and Block- levels. These Sewa Kendras will work as the service delivery for these services.

Indicative services planned to be delivered through this MMP include:

- Certificates: Creation and distribution of certificates for income, domicile, caste, birth and death
- Licences: Arms Licenses etc.
- Social Welfare Schemes: Disbursement of old-age pensions, family pensions, widow pensions, etc.
- RTI: Online filing and receipt of information relating to the Right to Information Act
- Utility Payment: Payments relating to electricity, water bills property taxes etc.

E-District project envisages integrated and seamless delivery of citizen services by district administration through automation of workflow, backend computerization, data digitization across participating departments.

The project aims to target high volume delivered at the District level and to undertake back-end computerization to enable the delivery of citizen services through Common Service Centres in a systematic way. It further aims to integrate multiple applications, faster processing of public cases/appeals/grievances, dissemination of information as per public requirement and redesign the processes for the core services to be delivered through the Common Service Centers.

Current Status of the Project :

The current status of the edistrict project is as follows :

- 1) E District has been successfully implemented with the automation of the backend process of district administration in all 22 Districts
- 2) Total number 47 services are mapped of 11 different departments
- 3) Total number of services availed by the citizens are 5229532

State Service Delivery Gateway (SSDG)

State Portal and State Service Delivery Gateway (SSDG) Project is one of the Mission Mode Project envisioned under NeGP of Department of Electronics and Information Technology (DeitY), Govt. Punjab State e-Governance Society (PSeGS) is the State Designated Agency (SDA) for the implementation of the Project in Punjab and M/s Hewlett Packard Enterprise India Pvt. Ltd. is the System integrator (SI).

The State Portal provides:-

- Easy, anywhere and anytime access to Government Services to the citizens.
- A front end application mechanism using e-Forms.
- Facilitates online payments.
- Intelligent routing of the forms to the destination field office by SSDG.
- Acknowledgement and status tracking of application.
- MIS reporting at the State Level

Current status of the SSDG:

- 1) At present total of 51 citizen centric services pertaining to 10 different departments are hosted on the Portal
- 2) Total of 13261 applications are applied in the SSDG

State Data Center

State Data Centre is one of the core infrastructure components of National e-Governance Plan (NeGP) and is being set up across 35 States/UTs under the National e-Governance Plan of Department of Information Technology, Government of India.

SDC is envisioned as the 'Shared, reliable and secure infrastructure services center for hosting and managing the e-Governance Applications of State and its constituent departments'. SDC is envisaged to establish a robust infrastructure to enable the Government to deliver the services quickly and effectively to its stakeholders. The proposed State Data Center, connected to the State Wide Area Network (SWAN), shall provide the access to the e-Governance applications & Services to Government employees through Intranet and to the citizens through public Internet/ CSCs etc. Through such a Shared Service Center implemented and managed by a competent Implementation Agency, the individual departments can focus more on the service delivery rather than on the issues surrounding the Infrastructure. The proposed SDCs shall facilitate consolidation of services, applications and infrastructure. State Data Center would provide many functionalities and some of the key functionalities are Central data repository, Secure Data Storage, Online Delivery of Services, Citizen Information/ Services Portal, State Intranet Portal, Disaster Recovery, Remote Management and Service Integration. The State Data Center will be a key-supporting element of e-Government Initiatives & businesses for delivering services to the citizens with greater reliability, availability and serviceability. SDC will provide better operations and management control and minimize overall cost of Data Management, IT Management, Deployment and other costs. State Data Center will act as a mediator and convergence point between open unsecured public domain and sensitive government environment. It will enable various State departments to host their services/ applications on a common infrastructure leading to ease of integration and efficient management, ensuring that computing resources and the support connectivity infrastructure (SWAN/ NICNET) is adequately and optimally used. The SDC will be equipped to host / co-locate systems (e.g. Web Servers, Application Servers, Database Servers, SAN and NAS etc.) to host applications at the SDC to

use the centralized computing power. The centralized computers/ Servers will be used to host multiple applications. SDC will have high availability, centralized authenticating system to authenticate the users to access their respective systems depending on the authentication matrix

State Government has been asked to build State Data Centre with 100% central funding to act as central repository of applications & database of various e-Governance projects. The central funding for SDC project is limited to the cost of providing infrastructure, its establishment, operation and maintenance. The financial assistance being provided to the States includes refurbishing of the physical space to the Data Centre requirements including back-up power supply (UPS and DG sets) and Air-Conditioning requirements. Physical space required for the Data Centre is the responsibility of the State.

Current Status of the State Data Center

The Department of Governance reforms has already constructed the State data center in the District SAS NAGAR .The data center is already been operational and is currently managed by the service operator SIFY.

SEWA KENDRA

A **sewa kendra** is a local government office in India providing services relating to utility bills and documents such as birth and death certificates, arms licences and tenant verification documents.

Objectives

- Do away with current approach of departments working in silos and having their separate service delivery channels
- Optimization of manpower and resources engaged in service delivery mechanism
- Provide efficient and cost effective methods of service delivery to departments
- Enable the government departments to focus on their core functions and responsibilities
- Bring uniformity across State in service delivery mechanism

There are total 512 Sewa Kendras operational across the state.