



# e-Governance Year 2004

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## e-Governance Year 2004

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### Courtesy by

Science &  
Technology  
Department

### Editorial Team

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### Message from the Desk of Managing Director, GIL

As you all know, Hon'ble Chief Minister had declared year 2004 as e-Governance Year. Many initiatives have taken by various Departments of Government of Gujarat to take rapid strides in e-Governance.

Science & Technology Department along with Gujarat Informatics Ltd. has taken initiatives in conceiving and implementing Over-arching projects like IWDMS and E-Databank. The success of various E-Governance Projects is largely measured at their ability to reach the masses at grass root for which various projects like Gyan Ganga, e-Gram, Jan Seva Kendra, City Civic Center and e-Nagarpalikas are being implemented.

Gujarat is already having one of the best IT Backbones in the form of GSWAN, the second largest Wide Area Network in the world and it has been further strengthened by increasing the bandwidth.

Hon'ble Chief Minister has emphasized the need to make sure that e-Governance brings easy, effective and economical e-Governance. Solid foundation is laid down, IT infrastructure has been created, and work has been done at different levels. Now there is a need to concentrate in the area of consolidation and integration.

Let us continue our stride towards Gujarat being the best e-Governed State in the country.

**Anil Mukim**

**Science & Technology  
Department**



**E** **G**-2004  
**Governance** Year

# Vision

To make Gujarat 'No. 1' eGoverned state in the country by 2004 - 2005

Science & Technology Department

# Background

## Year 2004 (eGovernance Year)

- eGovernance Status Presentation of All the Departments including their HODs, District Offices & Major Boards & Corp., on 10th & 11th, August 2004 (Chaired By Chief Secretary)
- Departmental Secretaries presented their vision, Planning, & expected outcome by Dec 2004
- Overview of Departmental Progress & Planning for achieving eGovernance in their respective Departments

# Macro Framework

**Computerisation**  
Dept. LANs  
TSPs  
Training  
Software Development  
Network Security &  
Disaster Recovery System

## G2C

Gyan Ganga  
Mamalatdar Office Services  
CDPO, Police Station  
e-Gram  
Jan Seva Kendra (Collector Office)  
City Civic Centre (Municipal Corp.)  
e-Nagarpalika

**"No. 1"  
e-Governed State**

## Over Arching Projects

BISAG (Application of GIS and Remote Sensing)  
e-Databank  
IWDMS  
Proposed upgradation of Civic Centres  
20 modules for common use (GAD)

## G2G

Different  
department software  
development

## Connectivity

GSWAN  
SICN  
Satellite

# Over-arching projects

- GSWAN
- IWDMS
- e-Databank
- BISAG
- SWAGAT
- Tele-fariyad
- Disaster Management System
- Newsletter & Capacity Building



# GSWAN

- Connects **1400 Govt. offices** in **25 Districts** and **225 talukas** through **12,000 nodes**
- Internet **bandwidth increased** to **6Mb/s**
- Bandwidth at **Ahmedabad, Vadodara** and **Surat** increased to **4Mb/s**
- **WIPRO Infotech** appointed to handle **server farm operations** and provide **support** right till **taluka level**
- **161 VC** held during the **e-Governance Year 2004**



# GSWAN

## Some of the important applications running on GSWAN

- SWAGAT
- Land Record Information System
- Treasury Information System
- Gujarat High-court
- Online Stamp duty Calculation
- Gujarat State - Sales Tax
- Talim Rojgar
- Online Bill and Cheque Status at PAO - G'nagar
- Essential Commodity Information System
- Office of the Comm. Of Transport (RTO)
- WHO - Integrated Disease Surveillance

GOL

Gujarat State Wide Area Network

**GSWAN CONTROL ROOM**

DISTRICT CE

# Integrated Workflow & Document Management System (IWDMS)

## Objectives

- Tracking the movement of documents and maintaining document repositories
- Efficient management of data, information and knowledge
- Advancement towards less paper office and knowledge led governance
- Increased employee productivity
- Leveraging the established networks in the Secretariat (Departmental LANs and GSWAN)
- Standardization across the state Secretariat



# Integrated Workflow & Document Management System (IWDMS)

## Benefits

- 7 Step simple process for file disposal
- File tracking for entire life cycle of the file from creation to disposal
- Access Control – Role Based, Employee Based, Subject Based, Application Based, and Confidentiality based
- Integrated Workflow vertically and horizontally across departments
- Document Management for drafts, currents and files
- Online Referencing to the knowledge bank in terms of Acts, Rules, Precedent cases

## Current status

- LOI has been issued to M/s. TCS Ltd and development work initiated
- CMO to be the first office to be covered under this project by Jan 2005



# e-Databank - Data Warehouse

## Objectives

- Create a central repository of all data from across the state
- Make the data available at all levels online and provide all possible services related to government work

## Current status

- 60 services from 10 citizen centric departments have been finalised
- System Requirement and specification prepared
- Process flow for each of 60 services completed
- Development work of the Portal under progress

## Implementation timeframe

- IBM is assisting the development
- The first phase is expected to be implemented by Feb 2005



# e-Databank - Data Warehouse

## e-Databank roll out phases

### Phase - I

- Communication and Messaging Services: e-mail, internet, photo mail, voice mail, messenger services, internet telephony, etc.
- Information of Govt. Scheme details & Issuance of Govt. Forms
- Meteorological Information Services
- Educational Services
- Employment and Job Services
- Information on various events like festivals, fairs, Govt. / NGO sponsored camps and programs



# e-Databank - Data Warehouse

## e-Databank roll out phases

### Phase - II

- Agriculture, Veterinary Information Services
- Transportation Services
- Provide information related to families below poverty line,
- Electricity priority connection list, Drinking water resources, Village schemes Citizen charters, Immovable property rates
- Public Grievance Redressal System
- Online submission of application forms for issuance of Certificates



# e-Databank - Data Warehouse

## e-Databank roll out phases

### Phase - III

- Online Payment of House Tax & other Fees / Charges
- Data Mining
- GIS
- Interfacing with Govt. Depts.
- Online Applications for Govt. Schemes



# BISAG

- Applications of Indian Remote Sensing Satellite images in inventory and mapping of natural (land and water) and man made resources on 1:50,000 scale for:
  - Developmental Planning
  - Natural Resources audit
  - Large scale applications at ~1:10,000 scale (planned)
- Applications of Map-based IT (GIS)
  - Creation of “Multi-Purpose Common Geo-spatial Digital Database” in GIS environment related to Infrastructure, Demography, Socio-economic aspects etc.
  - Development of user-friendly software for supporting decision making activities of the departments



# BISAG

- Development of GIS software (in-house):
  - For fast implementation of Map-based IT (GIS) in the State
  - For reduction in cost of implementation
- Technology transfer through collaborations, extensive training and education



# Grievance Redressal using IT

## SWAGAT

- State Wide Attention on Grievances by Application of Technology

### Grievances Statistics till date

	State level	District level
Total complaints received	603	8,621
Total complaints addressed	580	7,660
Total complaints Pending	23	961



# Grievance Redressal using IT

## Tele-Fariyaad

- Banaskantha District – **1,29,000 mails received**
- Rajkot District – **84,066 mails received**

	Banaskantha	Rajkot	Total
Incomplete Mails	46,039	57,037	1,03,076
Suggestion Mails	1,670	2,436	4,106
Repeater/ Reminder	1318	2,250	3,568
Genuine Mails	5,225	5,712	10,937
Other Mails	1,993	12,398	40,225
<b>Total Mails</b>	<b>1,29,110</b>	<b>84,066</b>	<b>2,13,176</b>

## Way Ahead

- Call centre for state-wide attention



# Disaster Management System (operated by GSDMA)

## Achievements

- Complete database of all available resources made online
- State Disaster Resources Network (SDRN) covering both socio-economic profile of areas and resources availability, is in place
- e-Governance in Project management operationalised, which includes
  - Project Management Information System (PMIS)
  - Housing Beneficiary Information System (HBIS)
  - GIS based models
  - Government to Citizen interface: Citizen information System
  - Government to Business/Vendors: Online invitation of EoI through website

## Way Ahead

- Formulation of Government policy on Disaster Management
- Scaling up of Systems and Resources



# eGovernance Newsletter & Capacity Building

## Newsletter

- Newsletter released in 1st week of every month covering various subjects related to e-Governance activities
- Available online at <http://newsletter.gujarat.gov.in>
- Mailed to 6400 Mailboxes of Govt. officers and employees
- 25 Issues brought out till date

## Capacity building

- Regular Training programs for CIOs/Jt. CIOs are being conducted
- Lecture series on various topics like IT Management, Project planning, Outsourcing, BPR etc.
- Product demonstration
- Infrastructure available for hands on training for new products
- ITES training being planned

Latest  
Issue on Public Key Infrastructure (PKI) (Vol 3, Nov. 2004)  
Download Newsletter  
(click on the icon)  (.pdf) format

Volume 2 - Archives

 Vol 2, Nov 2004	eGovernance in Legal
 Vol 2, Oct 2004	eGovernance in Revenue
 Vol 2, Sep 2004	eGovernance in IMD

# G2C - Citizen Centric Projects

## • Urban Area

- Citizen Convenience Centres
- e-Nagarpalika

## • Revenue Department Field Offices

- e-Dhara
- Jan Seva Kendra
  - One-day Governance, Ration Cards, Land Records

## • Panchayat Level Initiative

- Gyan Ganga
- e-Gram



# Citizen Convenience Centre

## City Civic Centres

- Successful implementation and functioning in Ahmedabad, Vadodara and Surat Municipal Corporations
- Replication of this model in 4 other **Municipal Corporations** Jamnagar, Bhavnagar, Rajkot & Junagadh under progress

## Service offered

- Property Tax and other dues
- Water Connection
- Birth & Death Certificates
- Complaints & Grievances
- Public Health & Sanitation (including Solid Waste Management)
- Octroi for 'F' form only
- Business Registration & Licenses
- Infrastructure projects tracking
- Tenders
- Citizen forums
- Advertisement Bill boards & other leases
- Building Plan Permission



# Citizen Convenience Centre

## Reports of AMC (Revenue)

Financial year 2003-04

TR Type	No.of Transaction	Amount
BA (BIRTH APP)	318	13625
BD (CERTIFICATE)	1319	57575
BP (BUILDING PLAN)	1603	87149538
DA (DEATH APP)	221	20375
<b>PT (PROPERTY TAX)</b>	<b>169702</b>	<b>1385231587</b>
SE (SHOPS & ESTD)	17703	1546673
TDO FEE	3213	36407930
VT (VERTICLE TAX)	12848	9524258.95



# Citizen Convenience Centre

## Reports of AMC (Revenue)

Financial year 2004-05 (upto 28th Dec 04)

TR Type	No.of Transaction	Amount in Rs.
BA (BIRTH APP)	9	225
BD (CERTIFICATE)	28794	1051540
BP (BUILDING PLAN)	2360	139021502
DA (DEATH APP)	4	275
HEL	9	31500
HL (HEALTH LIC)	500	194100
HR (HAWKERS)	81	141100
<b>PT (PROPERTY TAX)</b>	<b>423358</b>	<b>994915823</b>
SE (SHOPS & ESTD)	12525	846411
TDO FEE	7638	191024381
VT (VERTICLE TAX)	1978	1246671.75



# e-Nagarapalika

## Current Status

- Vejalpur Nagarpalika successfully implemented
- Status of other Nagarpalikas

## Particulars

Implementation of e-Governance activities

82

Expected completion by March 2005

59

## Nagarpalikas

- General Guideline for e-Governance implementation – prepared by DST and distributed by UDD to local civic bodies
- Application software CDs – prepared by DST and distributed by UDD to local civic bodies
- Common data structure maintained for future consolidation and integration
- GSWAN connectivity in pipeline



# e-Nagarapalika

## Services provided:

- Registration of Birth and Death
- Trade License
- Accounts
- Water Supply Billing and Collection
- Pay Roll
- Soiled Waste Management
- Property Tax Billing and Collection
- Complaints Public Grievances
- Tenders
- Infrastructure Detail
- Self Assessment Scheme



# e-Dhara

- Computerization and online database of 98 lakh VF 7x12 & 54 lakh 8A land records
- e-Dhara LRMS implemented at 30 talukas, 20 more talukas by Jan 2005
- Retrieval of Land/Land use information is faster within department
- Faster delivery of Land/Land use information to other user departments



# Jan Seva Kendra

## Taluka Level Centres operational in 200 talukas

	Talukas
One-day Governance	200
Ration Card	189
No. of Transactions of One day Governance and Ration Card	6,73,126
LRC transactions	4,29,908
Total Revenue Collection	Rs. 80,06,581

## District Level Centres operational in 3 districts



# Panchayat Level Initiative

**e-Gram** Total computerisation of Gram Panchayats

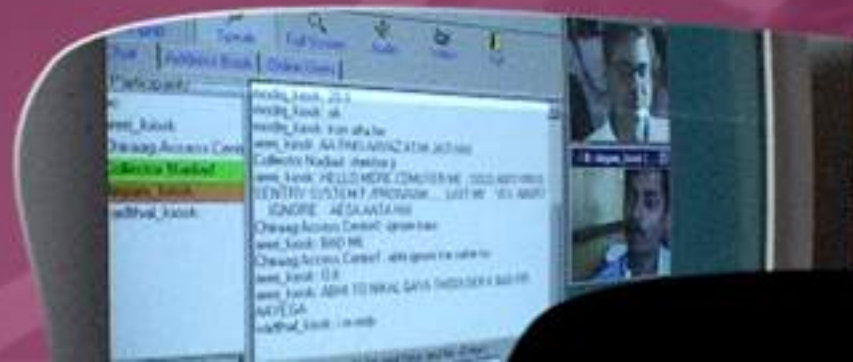
- Pilot project of full computerisation completed successfully
- Target to cover 4000 Panchayats by year end

Following services are provided at Gram Panchayat offices

- Birth Certificate
- Death Certificate
- Agriculture Certificate
- Entries in Form No. 6
- Income Certificate
- Electricity Certificate
- Tax collection: Revenue & Panchayat
- Issue of 7/12, 8/A
- Caste Certificate

## Current Status

- Hardware Installed in **1300 Gram Panchayats**
- **33 Gram Panchayats** are covered under the Gyan Ganga Project
- **756 Gram Panchayats** already functional
- **4000 computers** to be given to 4000 Gram Panchayats by end of Jan 2005
- **100 Villages of Patan, Vadnagar and Visnagar talukas** are being covered under UNDP/GOI/NISG project funding



# Panchayat Level Initiative

## Gyan Ganga

### Current status

The project was initiated well and gathers momentum  
It is being executed in the full-fledged manner

- Location Identification has been over at 10 locations (Vyara, Patan, Palitana, Amreli, Mahemdabad, Visnagar, Dhoraji, Prantij, Waghodia, Shehera)
- Radio Survey & Identification of LSP has been over at 9 locations
- More than 250 Kiosk Subscribers have been identified at 6 locations
- At 6 locations (Mahemdabad, Visnagar, Vyara, Patan, Prantij & Palitana) the project has already been commissioned (150 villages)
- Plan to connect 9 more locations including 4 tribal talukas (1000 villages) by March 2005



# Role of GIL as Consultant

## Hardware

- 140 GoG offices have procured 8106 clients and 21 servers through GIL in 2004

## Software

- Software implementation completed in R&B and DGPS
- GAD, Legal, SSNNL, IMD as well as Labour & Employment are in S/W development stage
- Health, Revenue and Technical Examination Board are in the final stage of tender processing
- Ports and Fisheries as well as Home Dept have initiated the tender process for selection of Solution Provider

## Websites

- More than 200 websites are operational in Gujarat
- Hardware and Software policies have become open tender policies
- TCS, IBM, WIPRO, CMC etc are working closely working with GoG for e-Governance implementation



$E=mc^2$

# Thanks



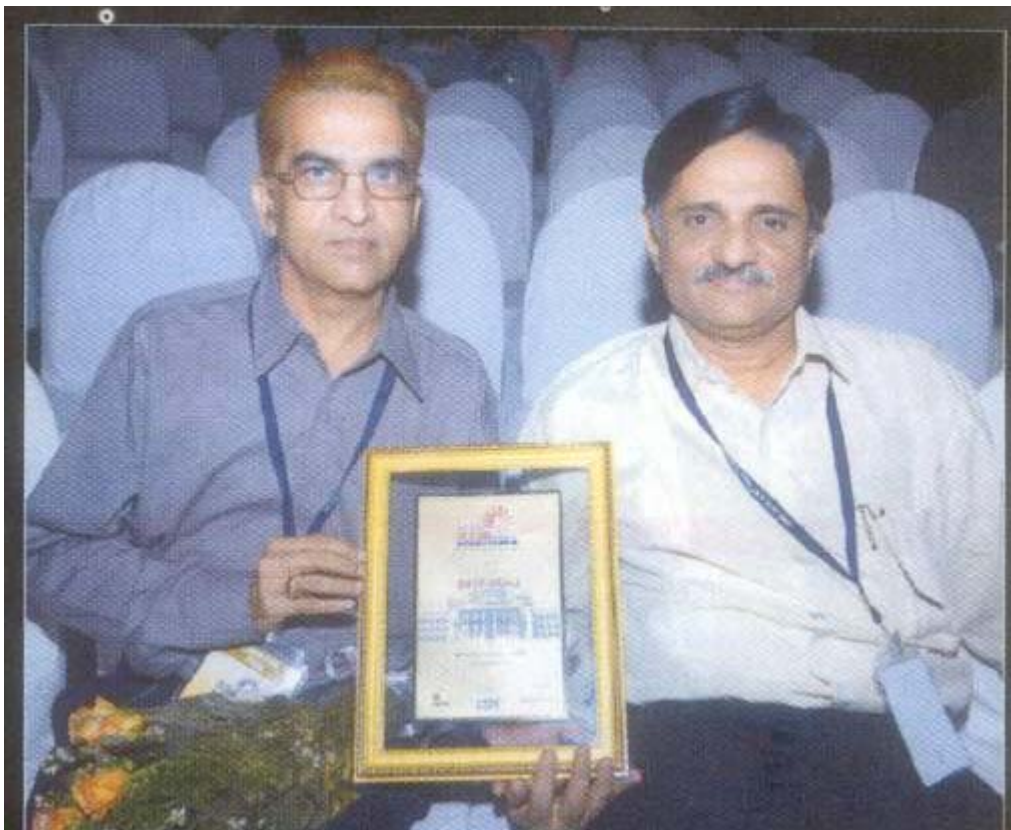
Department of  
**Science & Technology**

### Bangalore IT.Com (November 2004)

The Government of Gujarat participated in the Bangalore IT.com, one of Asia's biggest IT and telecom event, held in Bangalore from 1-5 November 2004. Gujarat Informatics Ltd. - a nodal agency for promotion of IT in the State had put up a stall of 54 Sq. mtrs. in the IT State pavilion. The Gujarat stall showcased the state's inherent strengths in the domain of ICT infrastructure, core infrastructure, Investment opportunities in Gujarat and various e-Governance initiatives taken by the State Government and hard sellers Gujarat for attracting investors in the State.

Shri J.N.Singh, Secretary (DST) had also remained present and interacted with various business dignitaries and delegation from the Australia Government in Bangalore and appraised of the investment opportunities in the State and various e-Governance initiative taken by the State and invited them to visit Gujarat, feel Gujarat and then decide about making Gujarat as their destination of choice.

Gujarat has been putting up the pavilion in the event since last 3 years. Bangalore IT.com 2001 & 2002 were a benchmark and a pride for the state, as Gujarat was awarded 1<sup>st</sup> position in state and e-Governance category. This year also Gujarat was awarded first runner-up position.



## Bangalore IT.Com (November 2004)





## Web Corner

National Institute of Standards & Technology  
US

<http://www.nist.gov/>

National Institute for Smart Government

<http://nisg.org/>

eGov Gateway

<http://www.nisg.org/egovgateway>

Please look out for this section for URLs of  
Government websites

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