

A N D H R A P R A D E S H

# Challenges of e-Government

*... two success stories from India*

**J Satyanarayana**

Principal Secretary to Government  
IT & Communications Department  
Andhra Pradesh, India

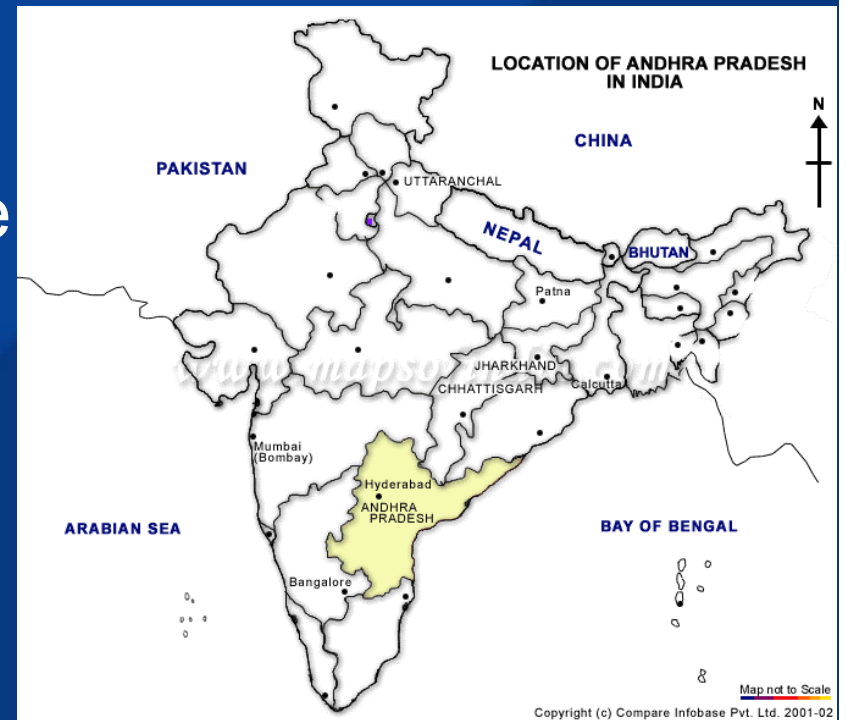
**Land of e-opportunities**

# Agenda

- About Andhra Pradesh
- Challenges of e-Government
- Strategies for e-Government
  - The Big Picture
- Success Stories from Andhra Pradesh
  - CARD - *digital registration of deeds*
  - e-Seva - *redefining citizen services*

## Andhra Pradesh ...

- 75.7 million population
- 275,000 sq kms of area
- Over 1000 kms of coastline
- 5<sup>th</sup> largest state in India
- Known for
  - Pharmaceutical Industry
  - Information Technology
  - Cement & Steel Industry



## Objectives of AP's IT Policy

### Economic Development



- Investments in IT
- Exports of software
- Employment

### Quality of Life



- IT for Education
- IT for Healthcare
- IT for Rural Development

### Good Governance



- Efficiency of Government Agencies
- Anytime, anywhere Citizen Services

# e-Government Imperatives

**Service  
related**

**Accessibility**

**Affordability**

**User-  
friendliness**

**Technology  
related**

**Reliability**

**Scalability**

**Interoperability**

**Governance  
Related**

**Process  
Re-engineering**

**Collaboration &  
Integration**

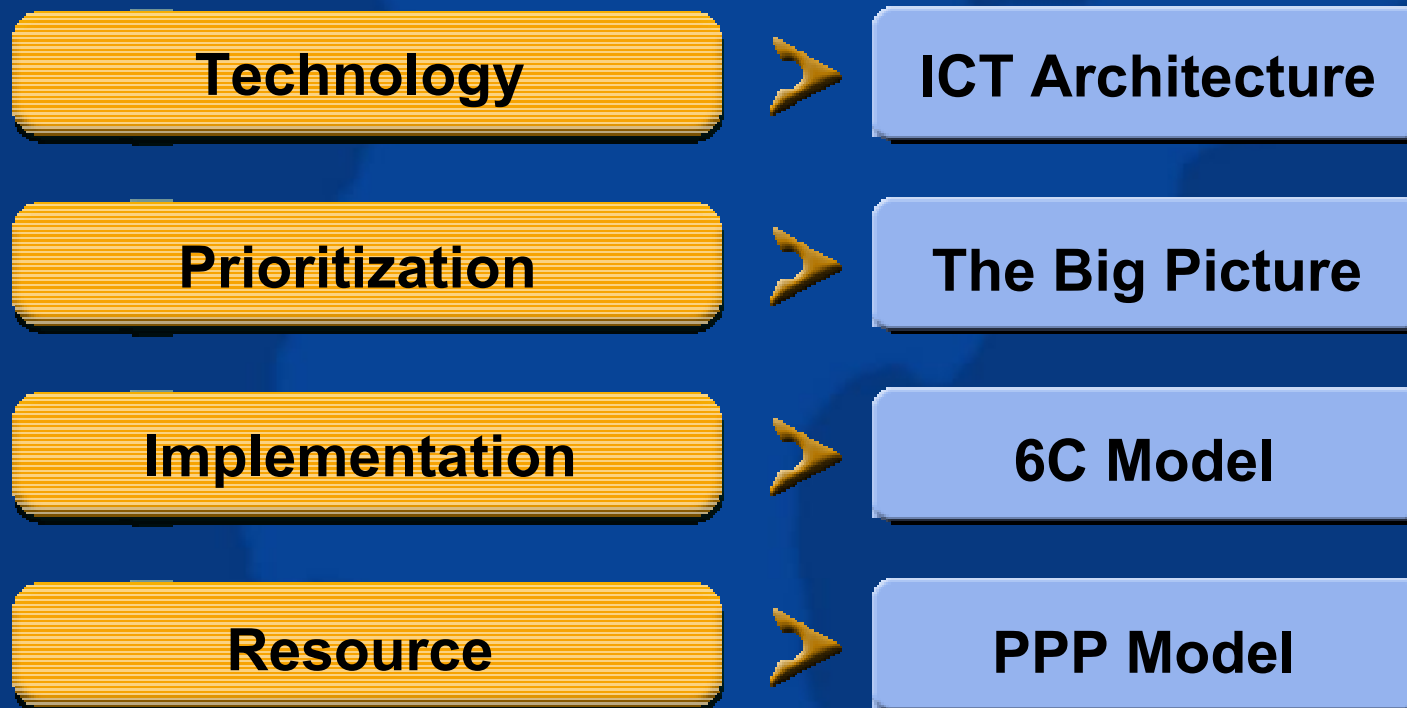
**Trustworthy**

# Size of e-Government in India

Item	AP	All States	Federal Govt	Total
Departments	150			2,450
Sites	10,0			170,000
Applications	1,50			26,500
Effort (Man-years)	7,600	114,000	22,000	136,000
Cost (Bil US\$)	<b>0.4</b>	<b>5.6</b>	<b>2.2</b>	<b>8.2</b>

**Can WE do this ?**

# The 4-layer strategy



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AP's Vision of e-Governance

Secure Intranet



Core Applications

IFIS

OLTP

Smart Cards

- Land DU
- Citizen DB

Social Benefits Mgmt System

HRMS

smartgov

DATA CENTER



DELIVERY CHANNELS

Home PC's | Mobile

Single Window For Citizens  
**E-Seva**

Single Window For Business

CITIZEN

BUSINESS

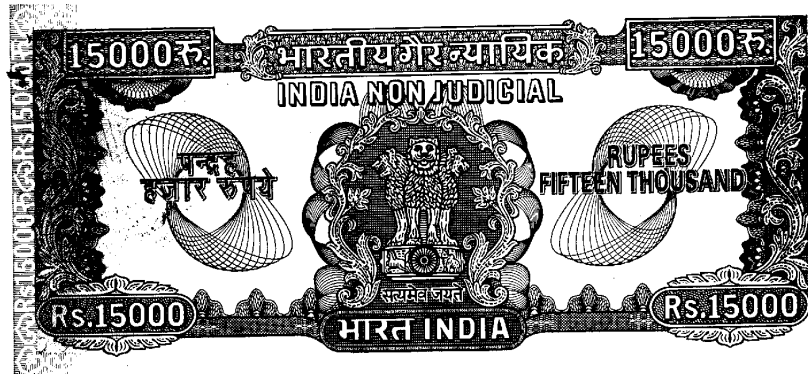
Departmental Outlets

Departmental Applications

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e-Government Blue Print





00BB 6 16958

Date : 19-JUN-99 Serial No : 808 Denomination : 15,000  
 Purchased By : BABU RAO For Whom : C.VIJAYA LAXMI  
 Sub Registrar  
 Ex.Officio Stamp Vendor  
 S.R.O. SECUNDERABAD  
 MALLALAH W/O. C.BABU RAO  
 C. BAD SEC BAD

**SALE DEED**

This Deed of Sale is made and executed on this the 23th day of June, 1999 at Secunderabad, by :

**Smt. K. BHAGYALAXMI**, w/o. K. Yella Reddy, aged about 44 years, Occ: Housewife, R/o.14-3-11, Goshal Mahal, Hyderabad, A.P.

Hereinafter called as the **VENDOR** which term shall mean and include all her heirs, legal representatives, executors, administrators, assignees, etc., of the **ONE PART**.

**IN FAVOUR OF**

**Smt. C. VIJAYA LAXMI**, w/o. Sri C. Babu Rao, aged about 38 years, Occ: Housewife, R/o.6-2-549/38, New Bhoiguda, Secunderabad.

Hereinafter called as the **VENDEE** which term shall mean and include all her heirs, legal representatives, executors, administrators, assignees, etc., of the **OTHER PART** in the circumstances and on the terms and conditions mentioned hereunder.

Whereas the Vendor is the absolute owner and possessor of House bearing No.6-2-540 (Old No.4666), situated at New Bhoiguda, Secunderabad, A.P., admeasuring 103.02sq.yds., or 87.04 sq.mtrs. more fully described in the schedule of this Deed and in the plan annexed hereto and marked **RED** colour, which will hereinafter referred to as the **SCHEDULE OF PROPERTY** having acquired it through Sale Deed vide Document No.754/88, Book-I, Vol.1417, pages 471 to 475, dated 10.12.87 and Registered at the Office of the Registrar, Hyderabad from B.Nirmala Bai.

... 2

*K. Bhagyalaxmi*

# CARD

*...digital registration of deeds*

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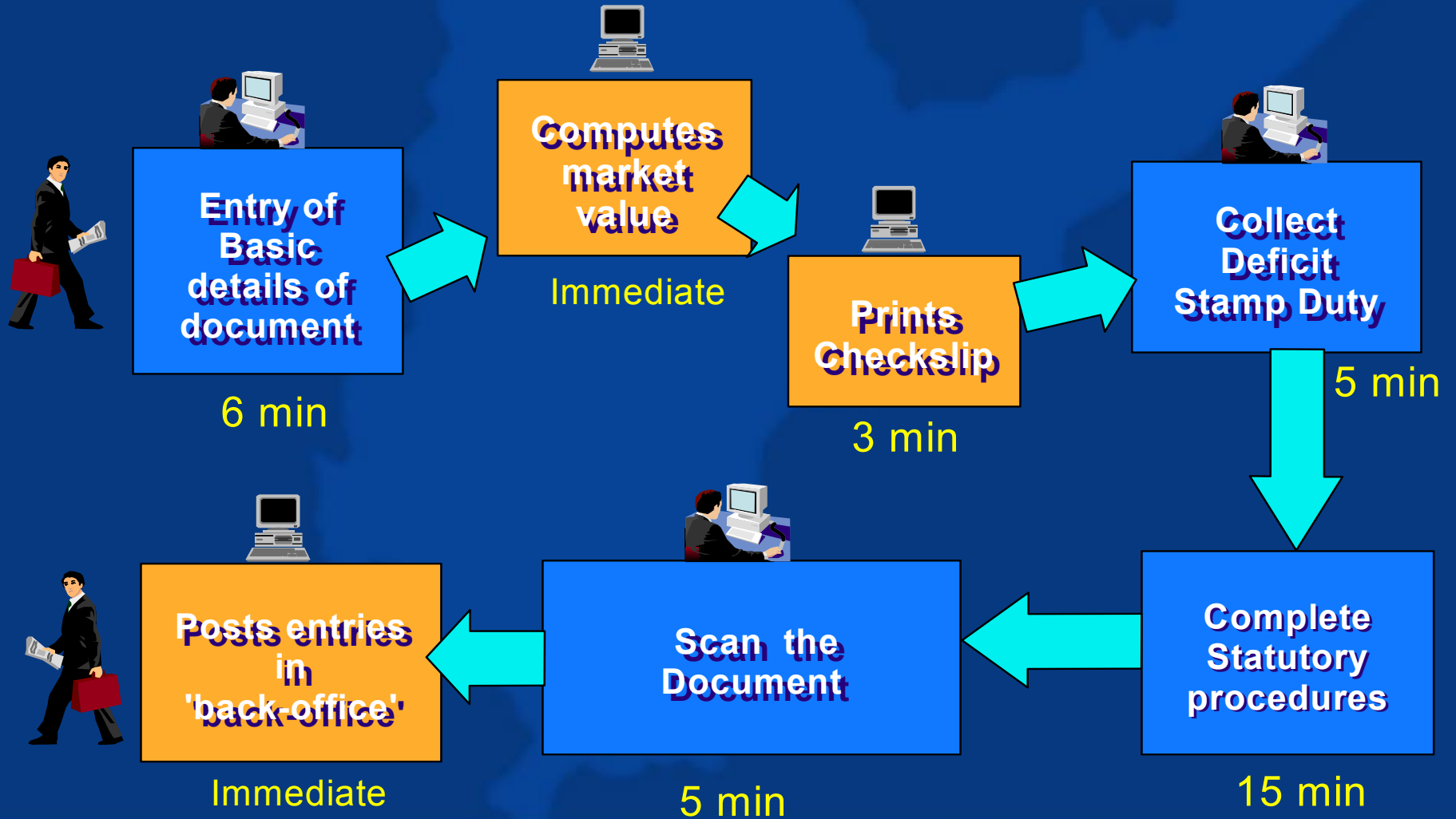
# Problems of conventional system

- Registration of 1.2 mil legal deeds a year
  - Sale, mortgage, gift deeds etc
- Manual systems of
  - Valuation of property
  - Assessment of stamp duty
  - Copying documents into registers
  - Title searches
- Delays
  - Repeated trips to registrar's office
- Lack of transparency in valuation of properties
- Deterioration of quality in storage of paper-based documents

# Salient Features of CARD project

- Specific Objectives formulated at the outset
  - Demystification of registration procedures
  - Transparency in valuation of properties
  - Speed, reliability & consistency
  - Efficient document management system
- Implemented in 18 months
  - 249 offices across the state
  - Investment of US\$ 6 mil
- Effective change management for success
- User charges introduced recently
  - US \$ 0.2 to 2 per service

# The CARD process



# Benefits of CARD project

- Impacted 10 mil citizens in 3 years
  - Documents registered                      2.8 million
  - Title Searches made                         1.4 million
- Transparent system of valuation of property
- Efficient document management system
- Estimated saving of 70 mil man hours of citizen time valued at US\$ 35 mil ( investment in CARD - US\$ 6mil)

Service	Manual	CARD
Registration of deed	7 days	1 hour
Title Search ( 13 years)	3 days	15 min
Certified copy of document	3 days	30 min

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seva

Redefining citizen services

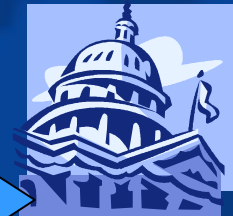
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## eSeva -the One-stop-shop for citizen services

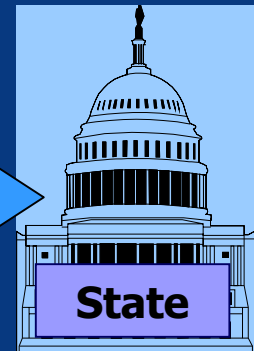
- 17 Service centres with 200 counters in Hyderabad
- Implemented using the PPP - 5 year BOOT model
  - Private partner paid by the govt dept / agency
    - 8 US Cents per transaction
- 30 G2C services
  - Payment of electricity, water, telephone bills
  - Payment of taxes
  - Ticket Reservations
  - Filing of Passport applications
  - Registration of birth/death
  - Payment by cash/cheque/credit card



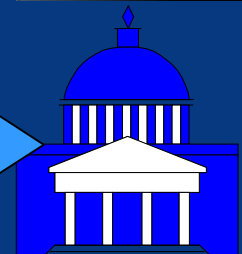
# eSeva – the concept



Federal



State

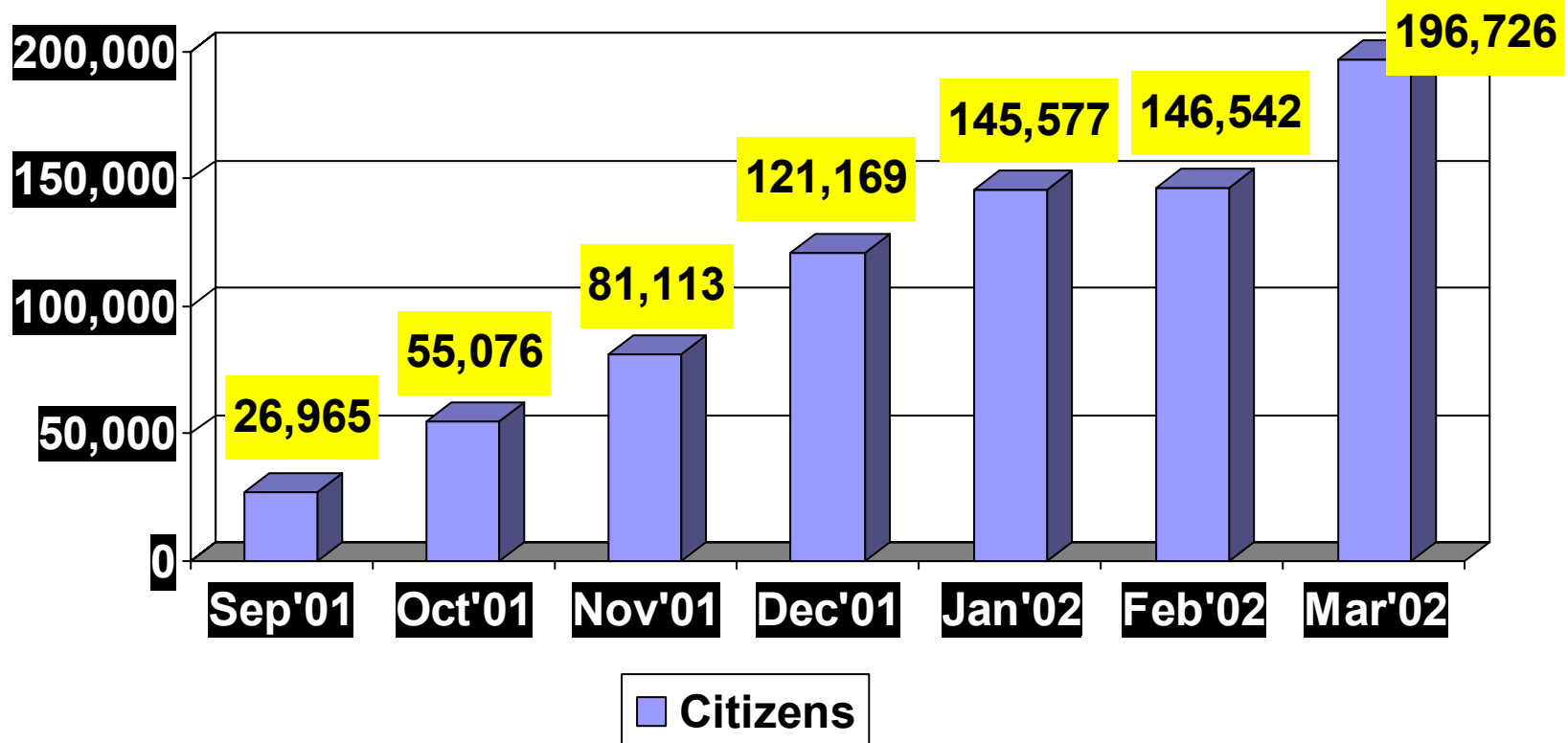


Local

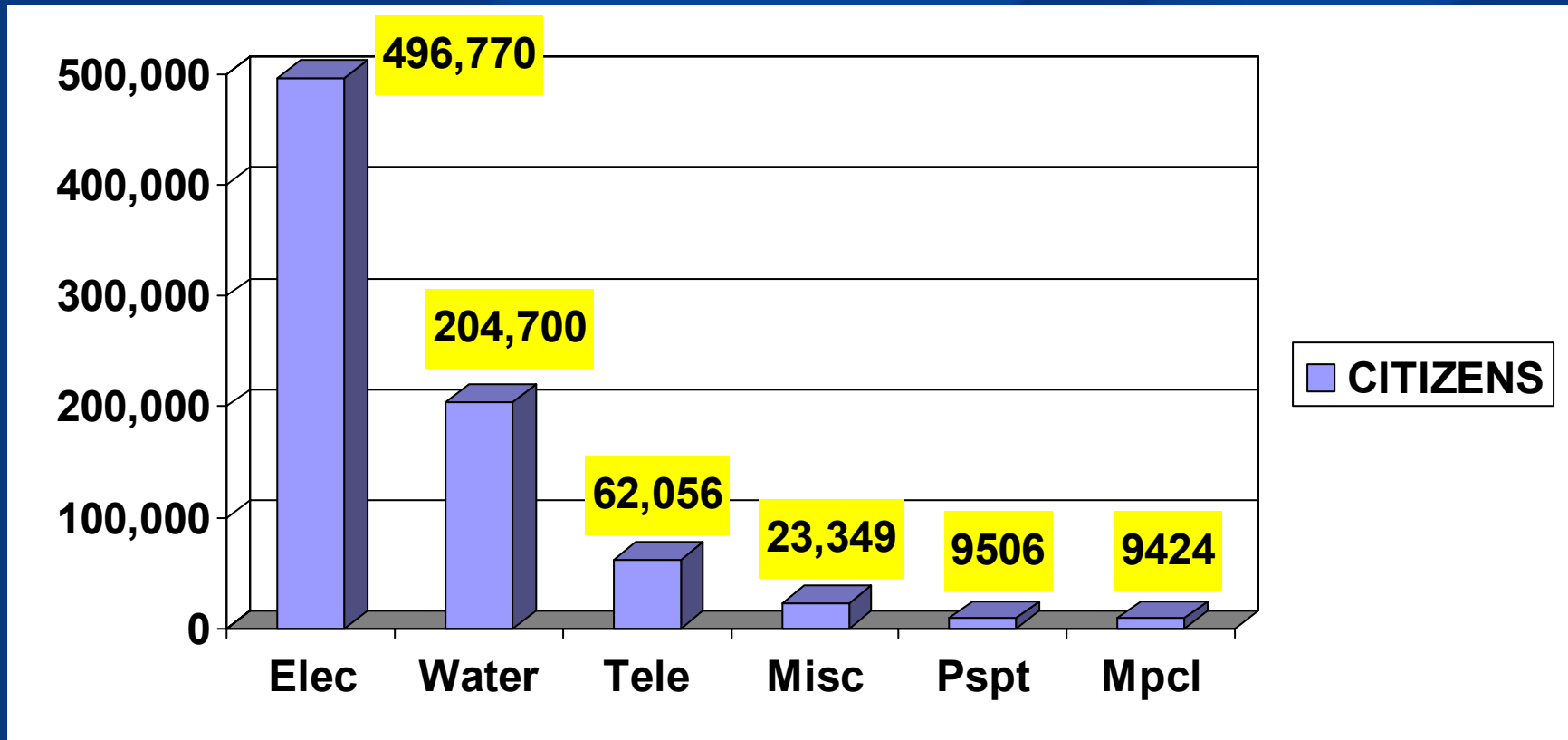
**eSeva Service Centre**



# Number of citizens served



# Services provided



# eSeva Benefits

- 805,805 citizens served
- Efficient Services
- Average time taken for service
  - 2 minutes at non-peak time
  - 15 minutes at peak time (11am-1pm)
- All services across the same counter
- Certain services available on line ([www.esevaonline.com](http://www.esevaonline.com))
  - e-Payments, Downloading / Filing of forms
- Scalable architecture
- Extension to all 46 cities/ towns planned in 2002
  - Remaining towns by 2003

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# Thank You

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[www.ap-it.com](http://www.ap-it.com)

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