Challenges of e-Government

... two success stories from India

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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
- 5th 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

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

Can WE do this?
The 4-layer strategy

- Technology
- Prioritization
- Implementation
- Resource

- ICT Architecture
- The Big Picture
- 6C Model
- PPP Model
AP’s Vision of e-Governance

e-Government Blue Print

Secure Intranet

Core Applications

Group Applications

Welfare

Departmental Applications

Departmental Outlets

Education

Health

Agriculture

Home & Law

Revenue

Transport

Municipal

Ind & Comm

Tourism

Engineering

Energy

IFIS

Smart Cards

Social Benefits Mgmt System

OLTP

HRMS

• Land DB• Citizen DB

Database Servers

Data Warehouse

Security & NMS Sys

Storage Areas

PKI

DATA CENTRE

Application Servers

Web Service

Portal

Payment Gateway

HELP DESK

CALL CENTRE

DELIVERY CHANNELS

Kiosks

Service Center

Home PC’s

Mobile

CITIZEN

BUSINESS

Single Window For Citizens

E-Seva

Single Window For Business

Departmental Outlets

Land of e-opportunities

AP’s Vision of e-Governance

e-Government Blue Print
CARD

...digital registration of deeds
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

- **Entry of Basic details of document**: 6 min
- **Computes market value**: Immediate
- **Prints Checkslip**: 3 min
- **Collect Deficit Stamp Duty**: 5 min
- **Scan the Document**: 5 min
- **Complete Statutory procedures**: 15 min
- **Posts entries in 'back-office'**: Immediate

*Land of e-opportunities*
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)

<table>
<thead>
<tr>
<th>Service</th>
<th>Manual</th>
<th>CARD</th>
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<tbody>
<tr>
<td>Registration of deed</td>
<td>7 days</td>
<td>1 hour</td>
</tr>
<tr>
<td>Title Search (13 years)</td>
<td>3 days</td>
<td>15 min</td>
</tr>
<tr>
<td>Certified copy of document</td>
<td>3 days</td>
<td>30 min</td>
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Redefining citizen services
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

eSeva Service Centre

Land of e-opportunities
Number of citizens served

- Sep'01: 26,965
- Oct'01: 55,076
- Nov'01: 81,113
- Dec'01: 121,169
- Jan'02: 145,577
- Feb'02: 146,542
- Mar'02: 196,726
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 online (www.esevaonline.com)
  - e-Payments, Downloading / Filing of forms
- Scalable architecture
- Extension to all 46 cities/towns planned in 2002
  - Remaining towns by 2003
Thank You

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