KM and e-Government

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What is Practical e-Government

- E-Government = \( MC^3 \)
- Masses (People) \( \times \) Computer \( \times \) Connectivity \( \times \) Content
- e-Government is use of connected computer loaded with Content to deliver citizens services with best effective & Efficient manner
- G2C: Government-to-Citizen
- G2B: Government-to-Business
- G2G: Government-to-Government
- G2E: Government-to-Employee
- D2D- Department –to-Department (Intra and Inter Department)
What is Practical e-Government (cont.)

- E-Government is a tool for socio-economic development, especially in developing nations
- E-Government means – Always online for Citizens
- Online Services at real time
- Citizen centric Services
- Citizens Centric Information
- Citizen Centric Transaction
- Citizen requirement based Online Services
What is Practical e-Government (cont.)

- The government services provided to various stakeholders through electronic means, as an implication of e-Government adoption, are popularly referred to as ‘e-services’. The benefits of e-Government to different stakeholders include reduces cost, higher efficiency and productivity, better access to information, enhanced

- E-Governance - citizen satisfaction at all level
People will change the representative if they do not perform.
Performance Management

- First time- Political Performance Included
- Administrator Performance – The officials who are responsible for delivery of Services to Citizens
- Performance Management is Management of Objectives (MOB)
- Every Government have Objective and they have to perform better to deliver those objective, which they promised during time of Election
- The Civil Servants are more responsible for actual delivery of Services/ Work promised by Government during Election
Performance

- Measure the Performance by making rule
- Timely monitoring of Deliverables
- Performance based Incentives
- Performance based Promotion
- Performance Based Posting
- Perform to deliver otherwise Change
- So Performance Based Change Management

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What is knowledge

- Knowledge - Organizational knowledge is processed information embedded in routines and processes which enable actions. It is also knowledge captured by organization’s systems, processes, products, rules and culture (Myers, 1996)

- Knowledge is reasoning about information to actively guide task execution, problem-solving and decision making in order to perform, learn and teach (Beckman, 1997)

- Knowledge is the whole set of insights, experiences and procedures which are considered correct and true and which, therefore, guide the thoughts, behaviors and communication of people (Van der Spek and Spijkervet, 1997)
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Knowledge is a fluent mix of structured experience, beliefs, relevant information and intuition of experts and, besides residing in human minds, knowledge can also exist in such forms as organization’s systems, processes, products and culture.

Two Kind of Knowledge – Propositional and Perspective

Propositional Knowledge - Knowledge that catalogues natural phenomena and regularities, which he calls propositional knowledge.

Perspective Knowledge - Certain actions that constitute the manipulation of natural phenomena for human material needs, which is called perspective knowledge (Remain in People Brain or storage devise like Hard Disk, USB, Servers). This knowledge can be taught, share, communicate and improve upon time.
What is knowledge (cont.)

- Explicit knowledge – It can be expressed in words and numbers and can be easily communicated and shared in the form of hard data, scientific formulae, codified procedures or universal principles.

- Tacit knowledge – Personal and hard to formalize. Subjective insights, intuitions and hunches fall into this category of knowledge.

- Right knowledge to the right people at the right time and in the right format is the basic important factor for success of any Government organization to deliver better and effective citizens as well businesses services.

- Knowledge is the most important part of organization especially Government, it is a continue process to learn, share, grow and do better for achievement of social goal.
What is knowledge management

- KM- Is a procedure of knowledge creation, capturing and application through its documenting and codifying, storage and dissemination them through data banks and communication channels with the purpose of increasing the organizational effectiveness and efficiency for Innovation and success.

- KM-It is simply using established management tools (e.g. performance management, HR, new opportunities presented by information and communication technologies etc) to improve knowledge sharing and creation within an organization and the outside world.

- Integrating knowledge from outside for the creation of new knowledge (i.e. linkage between the front office and the back office).

- Betterment of all citizens and the nation from the standpoint of knowledge.
Broadly following function should be considered KM with e-Government

Promoting a knowledge based economy

Rendering information and services to citizens and business customers

Enhancing governmental cooperation

KM and e-Government is a key part of Government Modernization

KM and ICT changing the way Government work in Digital Economy
e-Government should be regarded as an integral component of the knowledge management initiatives in government.

e-Government information and knowledge is being constantly reorganized, redistributed and redesigned in Digital Economy and enlarge the current e-Government with value added services required by Citizens.

- To Merge e-Government with KM - Change Management Require within Government Agencies or Department
- Need to transform the mindsets of the Government Employees
- Create urgency for change within the organizational culture
- Link Change Management with Performance Management based e-Government to sensitize the Employee to perform better and gain better career within Government organization
E-Government & KM (cont.)

- Top Management Support- It is most important to convey the top Management Support and Commitment with positive attitude & Motivation for Change to make sure the success of e-Government in Knowledge Environment.

- It changes citizens’ mentality and start to believe government can actually transform and adapt itself with the development of the society, Trust in Government.

- Provide e-Services which is useful, convenient, robust, effective, efficient, Citizens oriented and they must fulfill the need of Citizens to make e-Government success.

- E-Government and KM- A paradigm shift from traditional Government services to online Government services in Digital Era, means Converged Government.
Many Successful e-Government Running in India - Which is based on KM and carefully and successful implemented at Central Level

Online Education Portal for Indian student - KM based e-Government
E-Learning

- It was started by Ministry of Human Resources Department, Government of India to cater high school and senior High School students in India.
- It is real example of KM and e-Government
- Simple to use
- A Student can register and use any time anywhere
- Teacher Corner, Online Video, eBooks, eLibrary, Study Materials, e-Journal, Scholarship (National as well Global), Online test to upgrade skills, Talk to teacher, discussion forum, Video conference
- These are the feature which is available on this portal
- Now very high usability by student across India
- Millions of hit cross
India is agriculture economy based country

50 to 60% Population depends on Agriculture

Department of Agriculture, Government of India felt the need to provide online resources to farmer in India and Planned AGRISNET, Agriculture Resources Information System & Networking

Every Indian state has their own Agrisnet Portal It brings farmers, researchers, scientists and administrators together by establishing online information for Agriculture, Animal Husbandry, Horticulture and Fishries departments. The citizens can put their queries online along with the scanned photographs (if any) on the web and get the advice from the experts of concerned departments Market Information as well weather Information
Agrisnet - Impact

- Improved information access and effective delivery of services to the farming community
- Establishing Agriculture on-line
- Faster and efficient redressal of Farmers’ Grievances
- Efficient and improved communication system among all the offices of the department of Agriculture in the state through the use of e-mails services
- Improved transparency and accountability of the Departments
- Direct feedback from farming community to the decision makers in the state
- Better monitoring of Government Schemes, which directly impact the farmers
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- Efficient management (Development, Conservation, allocation and utilization) of resources
- Improved productivity and profitability of farmers through better advisory systems
- Efficient & Increased utilization of Information by Stakeholders for their decision-making
Agrisnet – Portal View

Agriculture Resource Information Systems and Networking (AGRISNET)

ABOUT AGRISNET
- AGRISNET is a Mission Mode Project under National e-Governance Plan of Government of India, Department of Agriculture & Co-operation. Ministry of Agriculture has decided to launch a Central Sector Scheme titled, "Strengthening / Promoting Agricultural Informatics & Communications" of which this component is AGRISNET.
- The portal provides end users with the ability to access services through an online platform at their doorstep.

OBJECTIVE
- AGRISNET Project will bring farmers, researchers, scientists and administrators together by establishing online information for Agriculture, Animal Husbandry, Horticulture and Fisheries departments. The citizens can purchase plants online along with the scanned photographs (if any) on the web and get the advice from the experts of concerned departments.
- The main objective of AGRISNET Project is to create a sustainable data bank of all agricultural inputs in the State of Himachal Pradesh containing entries for all relevant information pertaining to Agriculture and its related activities and to access the same through a secured Network.
- The farmers must know about the soil, crop rotation, thousands of kinds of seeds available, fertilizers and pesticides, the weather, water table, animal husbandry and feed, package of practices, price and political situations, enabling to decide what crops to grow and which animal to raise.
- As the saying goes "Khet aur Kisan – Desh ki jaan", the AGRISNET vision is to make our farmers progressive, prosperous and high tech, which literally means in Hindi “Ummi, Samvedh aur Uchchh Taknique Kisan”

TARGET
- Department of others: Provide guidelines and explain the services available.
Welcome to INCOMETAX INDIA

NEW: CBTD notifies SARAL II (ITR-1), instructions, Acknowledgement and ITR-V, forms for AY 2010-11. Please click here to download Notification. Other ITR forms would be made available as soon as they are notified by CBTD. E-filing for AY 2010-11 will commence shortly. Please ask your employer or deductor (typically bank) to upload TDS as per Form 16 or Form 16A to Department by quoting your PAN. This will allow the Department to process and issue
Income Tax Online - Benefits

- This system was launched by Department of Revenue, Directorate of Income Tax-Government of India. Initially to file a tax return was a tedious Job and time consuming.

- Always a long- long queue, Frustration and Pain when Department started this process, it was slow start because it need Digital Signature for filling the online tax return, Later on Department made it mandatory, only Online filling is acceptable.

- At present millions of tax payer using this system conveniently any where any place mode.

- Relief from Long queue Timely and accurately.

- It is a good Example of KM and e-Government in Digital age.
Department of Corporate Affairs, GoI

- Years back to registered a company in India was purely on paper based and regional wise.

- It was more problematic to filling company annual return and tax

- Time consuming and expensive

- No connectivity between Regional offices and Head office
MCA 21

- Considering the situation seriously Department Started e-Government project called MCA 21.
- Complete BPR of the Department and Change Management
- Complete Automation from paper to ePaper based system
- Networking and centralized data base
- Companies accepted it whole heartily
- Functionalities are Search name of company, Register a company, file returns, Lodge complaints by using Digital Signature
- No queue
- Easy to use system
- It is mandatory by Government of India to use only Online systems for all company related works.
MCA 21 – Portal View
All most all Indian people are using Railway for their travel within India
There are many ticket booking counter across the country
Previously buying a ticket was very very tedious and time consuming
Long queue in front of ticket counter and many middle man who has nexus between booking clerk
Than Railways decided to lets do a concept of online ticket booking
IRCTC taken this project and started working on it
In year 2002 a portal was launched www.irctc.co.in
First registered on the portal with full complete physical address
Once a ticket was purchase online, Railway was using courier service to deliver the physical ticket at home
Online ticket

- Courier charges was borne by citizens
- Slow hit but in year 2004 onwards, IRCTC thought to use eTicket (paperless ticket)
- Very Easy and instant ticket display
- No Wait
- No Queue
- Today the biggest successful e-Government project G2C
- Fully automated, online cancelation of ticket and payment refund system directly to customer account
- Strong Knowledge based system keeping Citizen requirement
Thanks

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