



Information Technology Development Agency (ITDA)

Department of Information Technology

Government of Uttarakhand

E-Governance : Concept & Initiatives

by

Sanjeewan Chandra Soontha

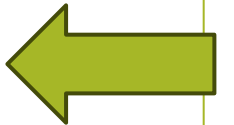
BPR – Specialist, ITDA

Nodal Officer- Apuni Sarkar, ITDA-CALC, PM Gati Shakti, Data Lake, Single Sign On,
Umang, e_taal , CRS

E-Governance : Concepts

Governance and Government

- Governance is the process of making and enforcing decisions within an organization or society.
- A government is the system or group of people governing an organized community, generally a state.
- In the case of its broad associative definition, government normally consists of legislature, executive, and judiciary.



Defining e-Governance :

Although the term 'e-Governance' has gained prevalence in recent years, there is no standard definition of this term. Different governments and organizations define this term to suit their own aims and objectives. Sometimes, the term 'e-government' is also used instead of 'e-Governance'

Some widely used definitions are listed below:

World Bank : “E-Government refers to the use by government agencies of information technologies (such as Wide Area Networks, the Internet, and mobile computing) that have the ability to transform relations with citizens, businesses, and other arms of government. These technologies can serve a variety of different ends: better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, or more efficient government management. The resulting benefits can be less corruption, increased transparency, greater convenience, revenue growth, and/or cost reductions.”

UNESCO defines e-Governance as:

Governance refers to the exercise of political, economic and administrative authority in the management of a country's affairs, including citizens' articulation of their interests and exercise of their legal rights and obligations. E-Governance may be understood as the performance of this governance via the electronic medium in order to facilitate an efficient, speedy and transparent process of disseminating information to the public, and other agencies, and for performing government administration activities.

Late Dr. APJ Abdul Kalam :

e-Governance in the Indian context to mean “A transparent SMART e-Governance with seamless access, secure and authentic flow of information crossing the interdepartmental barrier and providing a fair and unbiased service to the citizen.”

Specific, Measurable, Achievable, Realistic, and Timely.

Goals of E-Governance

Efficiency,

Transparency,

Citizen-Centric Services,

Availability

Easy

Accountability

Good Governance

**GOOD
GOVERNANCE**

**Consensus
oriented**

Accountable

Participatory

Transparent

**Follows the
rule of law**

Responsive

**Effective and
Efficient**

**Equitable and
inclusive**

Benefits of E-Governance :

- Improved Service Delivery**
- Enhanced Transparency and Accountability**
- Reduced Corruption**
- Time and Cost Savings**
- Increased Citizen Participation**

E-Governance Models :

- **G2C (Government-to-Citizen) / C2G**

Apuni Sarkar, DigiLocker

- **G2B (Government-to-Business)**

1. MCA21 2. e-Biz Portal (First) 3. Government e-Marketplace (GeM) 4. Goods and Services Tax Network (GSTN) 5. e-NAM (Agriculture market) 6. e_tender

- **G2G (Government-to-Government)**

1. National e-Vidhan Application 2. PRAGATI (Pro-Active Governance and Timely Implementation) 3. e-Samiksha, 4. UPaAI System, 5. e-Office 6. PM Gati Shakti

- **G2E (Government-to-Employee)**

e_Pension, IFMS

- **G2N (Government to NGO)**

Successful E-Governance Initiatives

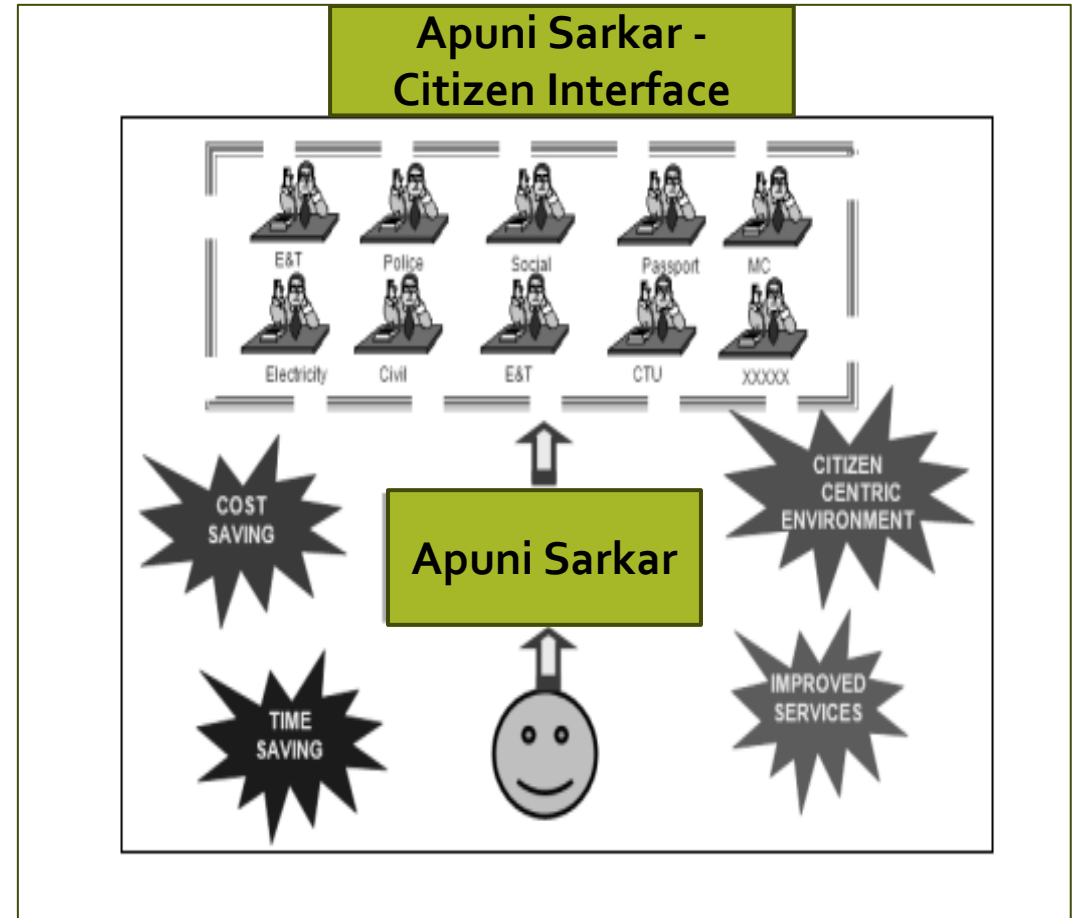
- **Case Study 1: Apuni Sarkar, Govt. of Uttarakhand**
- **Case Study 2: Ease_App , Govt. of Uttarakhand**
- **Case Study 3: E_Office**
- **Case Study 4: UPI (139 trillion \$ in FY 22-23) / Jul 21 3.2 billion transactions/ 6.28 Bill Jul 22/ 9.3 bill jul 23**
- **DigiYatra :**

As of November 2023, about 458 banks in India were live on the unified payment interface (UPI). UPI is a product of the National Payments Corporation of India (NPCI) and was launched in 2016.

Old Typical Citizen Interface



Apuni Sarkar - Citizen Interface





उत्तराखण्ड राज्य

APUNI SARKAR

INFORMATION TECHNOLOGY DEVELOPMENT
AGENCY,

DEPARTMENT OF INFORMATION, GOOD
GOVERNANCE AND SCIENCE TECHNOLOGY,

GOVERNMENT OF UTTARAKHAND

Home About Apuni Sarkar List of Services FAQs Resources

Shri. Pushkar Singh Dhama
Hon'ble Chief Minister, Uttarakhand

Apuni Sarkar
Our Government at Your Door

Essential Online Services for the
Citizens of Uttarakhand

Verify Certificate

Know Application Status

Download Certificates

CSC Location

Citizen Login

User ID
edmdemo

Password
.....

3gpy84

Don't have an account?

Need for Citizen Centric Service Portal

Before Initiative

As Uttarakhand is a **hilly state**, it was a **cumbersome task** for citizens to visit office physically



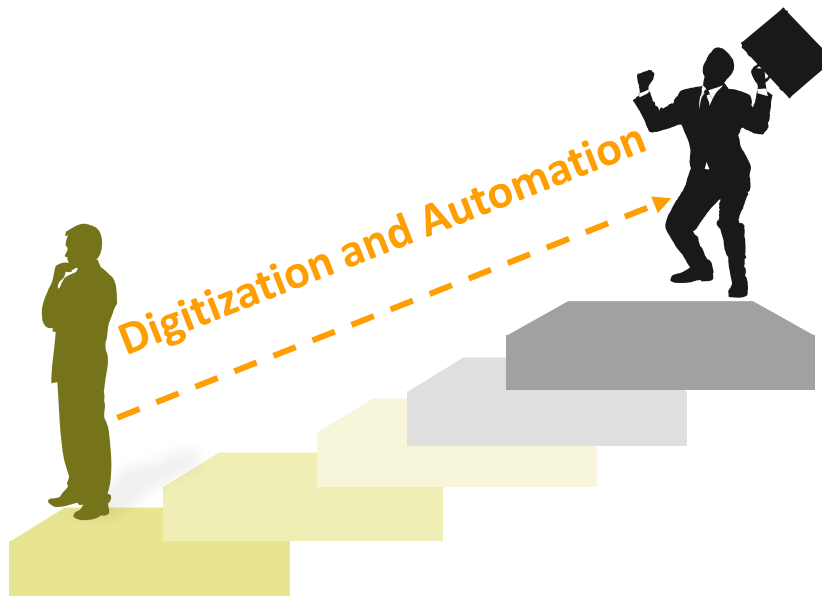
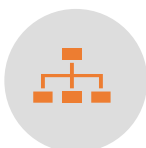
Documents mostly prevalent in **physical** form, leading to huge administrative overhead



No Mechanism for monitoring the progress of the Service delivery to the citizens.



Challenge of **verifying** and searching the documents, leading to delay in service delivery.



After Initiative

Online platform (**web, android & iOS Apps**) for 24X7 accessibility from any location



Automated and **Secured** document management system.



Customizable Dashboard provided to Citizens as well as officers for **tracking and monitoring** the application status



Reduced administrative burden and enhanced timely action.



SERVICE DEVELOPMENT PROCESS



Requirement Gathering

- BA Team Visit the department and understand and collect the service details



FRS Documentation

- Accordingly, Functional Requirement Specification document prepared and shared with the department for verification.
- Signing of FRS document from Department.



Development Process

- After Signing of FRS document from the department, development process starts by technical team.
- After development, testing team test the services and send for User Accept Test.



User Acceptance Test (UAT)

- After development of services, BA team demonstrate the service to the department officer get UAT done



GO- Live

- After UAT service will be live on Apuni Sarkar Portal

About Apuni Sarkar



In house Development



Uttarakhand State-Wide Area Network



Uttarakhand State Data Centre

Services Delivery Points & Officer login



CSC VLE Centers
: 8181



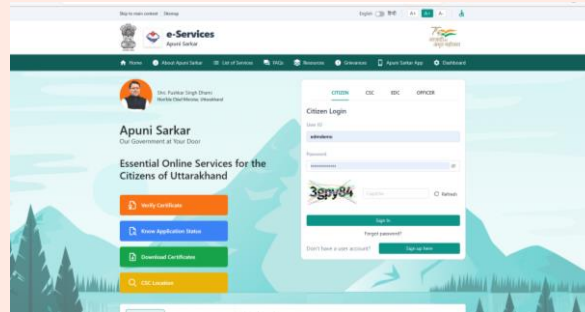
Individual Login:
1.20 lakhs



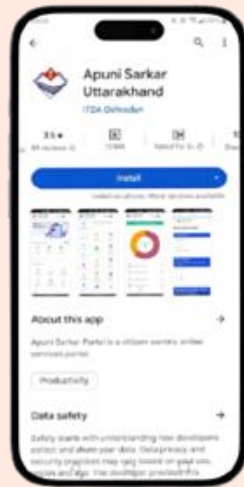
eDistrict Centers:
445



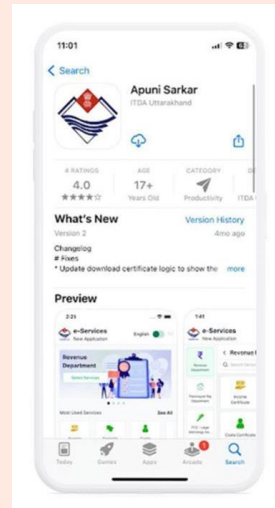
22000+ officer
login



Web Application

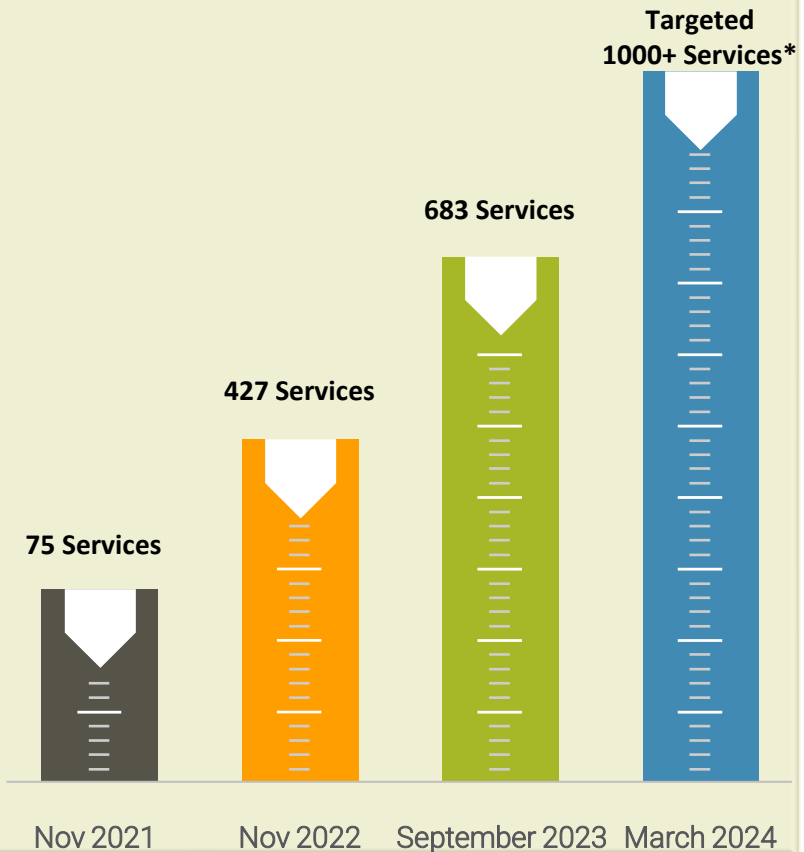


Android App

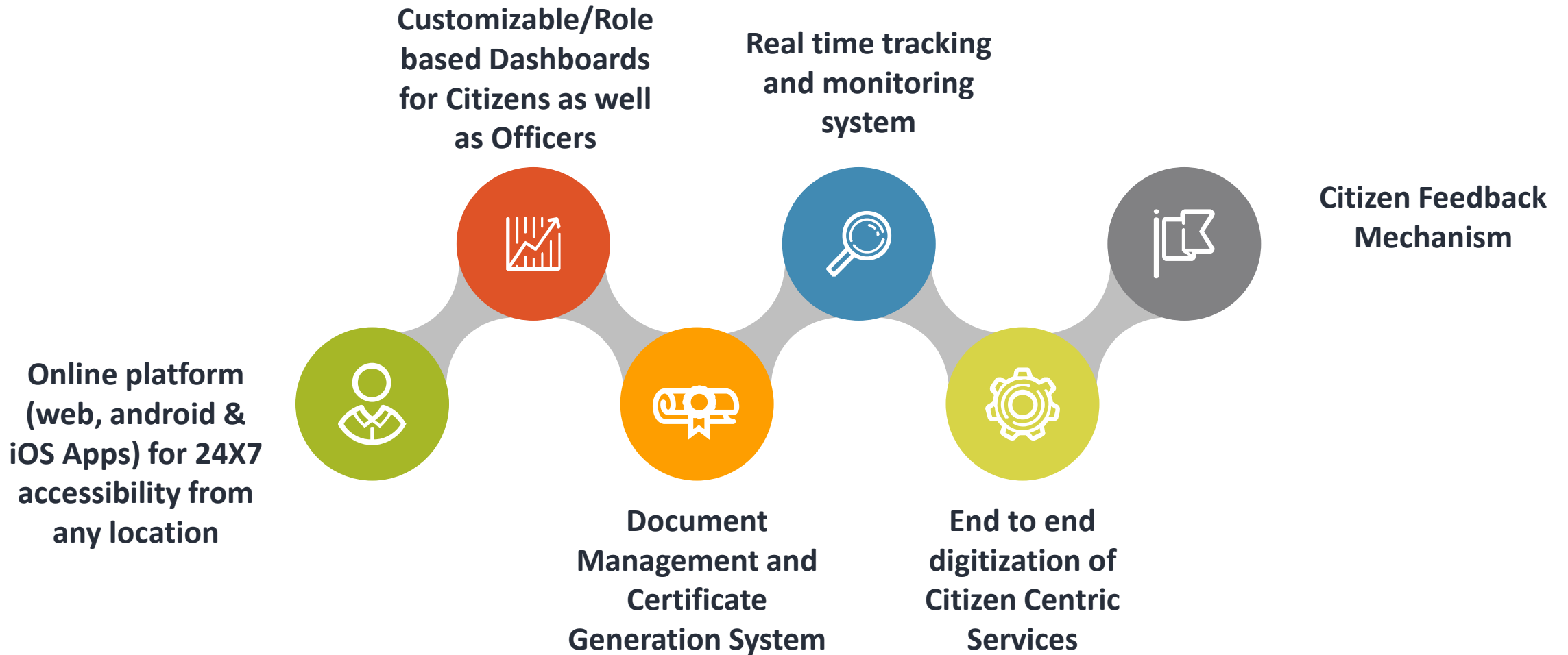


iOS App

Services onboarded



Salient Features





Uttarakhand Right To Service Commission-- Notified Services Status



Total Notified Services

963

Service Live on Apuni Sarkar

387

To be integrated State Developed

74

To be Integrated Central Developed

107

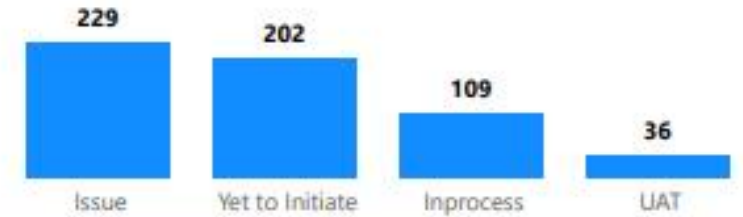
Services to be Developed by ITDA

144

Clarity Required in Services

251

Yet to Onboard Service Status



Department Wise Status of Notified Services

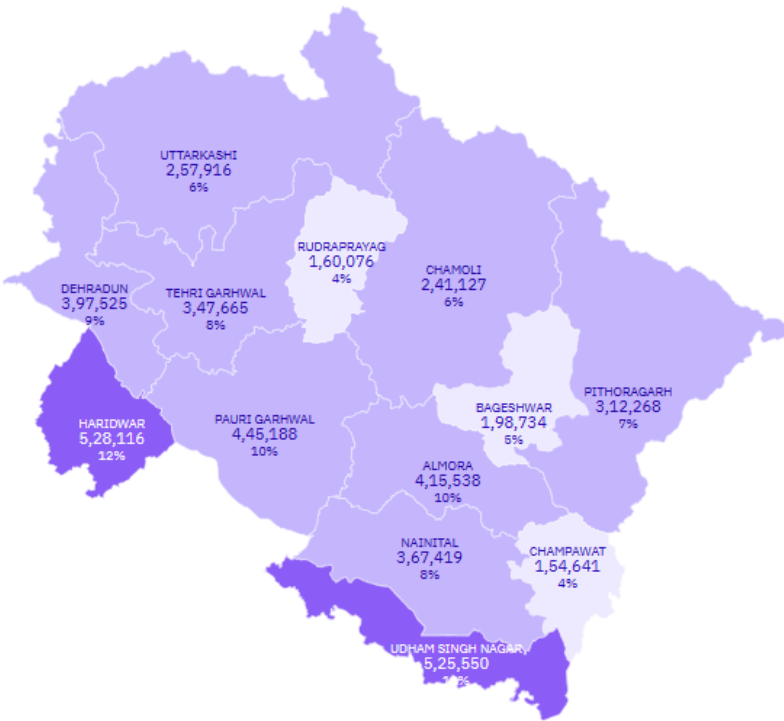
विभाग का नाम	Developed	Integrated	Redirected	Status NA	To be Developed	To be integrated
अल्पसंख्यक कल्याण विभाग	2					2
आपदा प्रबंधन एवं पुनर्वास विभाग	1					
आबकारी विभाग		13		27		
आयुर्वेदिक एवं यूनानी सेवायें (आयुष एवं आयुष शिक्षा विभाग)	10			4		2
आयुष एवं आयुष शिक्षा विभाग				2		
आवास विकास विभाग		6				
उच्च शिक्षा				22		11
उद्यान एवं खाद्य प्रसंस्करण	22					4
ऊर्जा विभाग		43		10		
औद्योगिक विकास (खनन) विभाग।						8
औद्योगिक विकास विभाग		19		2		
कार्यालय रजिस्ट्रार, फर्म्स सोसाइटीज एवं चिट्स						
कृषि एवं कृषक कल्याण विभाग	5	19		19		2
कृषि एवं कृषि विपणन	5					
कौशल विकास एवं योज्योत्पन्न विभाग	14					

विभाग का नाम	Service Name
	सेवा का विवरण
उद्यान विभाग	ग्रीन हाउस की पॉलीथीन बदलाव की योजना
उद्यान विभाग	मिशन एप्पल योजना
अल्पसंख्यक कल्याण विभाग	अल्प संख्यक स्वरोजगार योजना
अल्पसंख्यक कल्याण विभाग	अल्पसंख्यक छात्रवृत्ति
अल्पसंख्यक कल्याण विभाग	भारत सरकार द्वारा संचालित Scheme for Provider (Spemm) (SPQEM)
अल्पसंख्यक कल्याण विभाग	मुख्यमंत्री अल्पसंख्यक प्रोत्साहन योजना
अल्पसंख्यक कल्याण विभाग	मेधावी बालिका प्रोत्साहन योजना

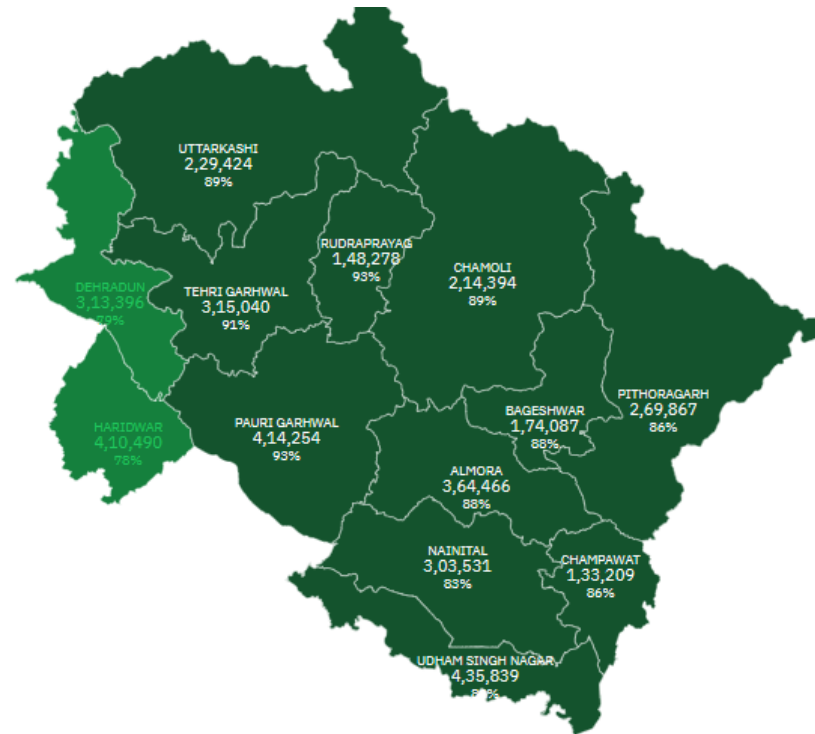
Uttarakhand Right to Service Commission Dashboard

About Apuni Sarkar

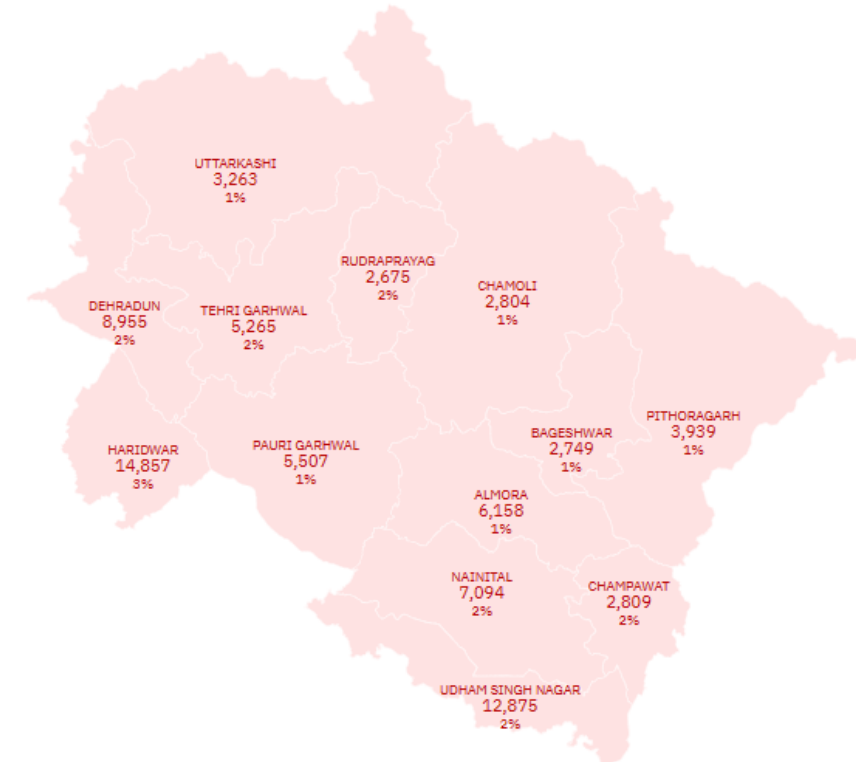
With a vision to provide online delivery of citizen centric services under one platform at Districts/ Sub-Districts/Village Level.



Application received: 51.69 lakhs

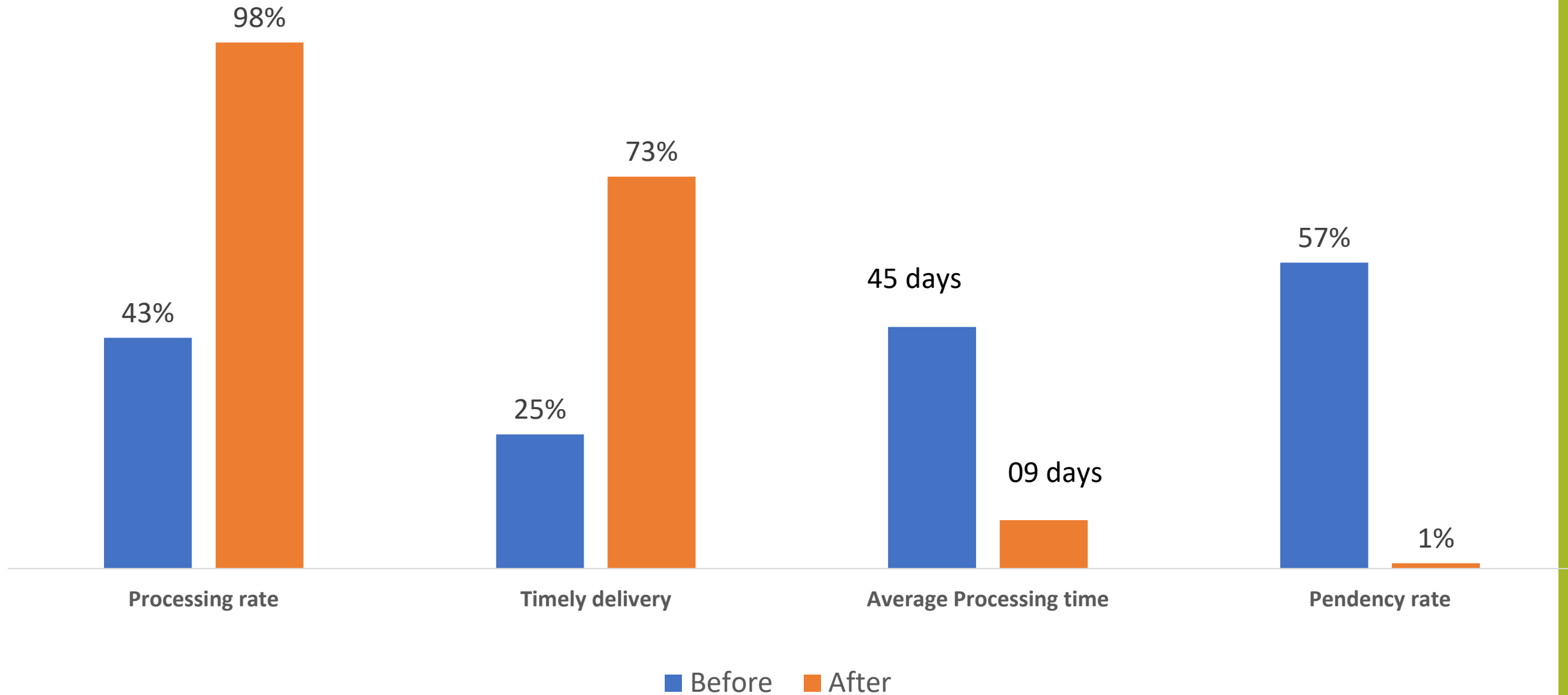


Application processed: 51.24 lakhs



Application pending: .45 lakhs

Apuni Sarkar has transformed Service Delivery in the State



Outcomes



Paperless, Faceless and Cashless



Enhanced accessibility and effective Service delivery



Robust Monitoring leading to Good Governance



Transparency and Accountability

Officer Dashboard

Your list of actionable applications



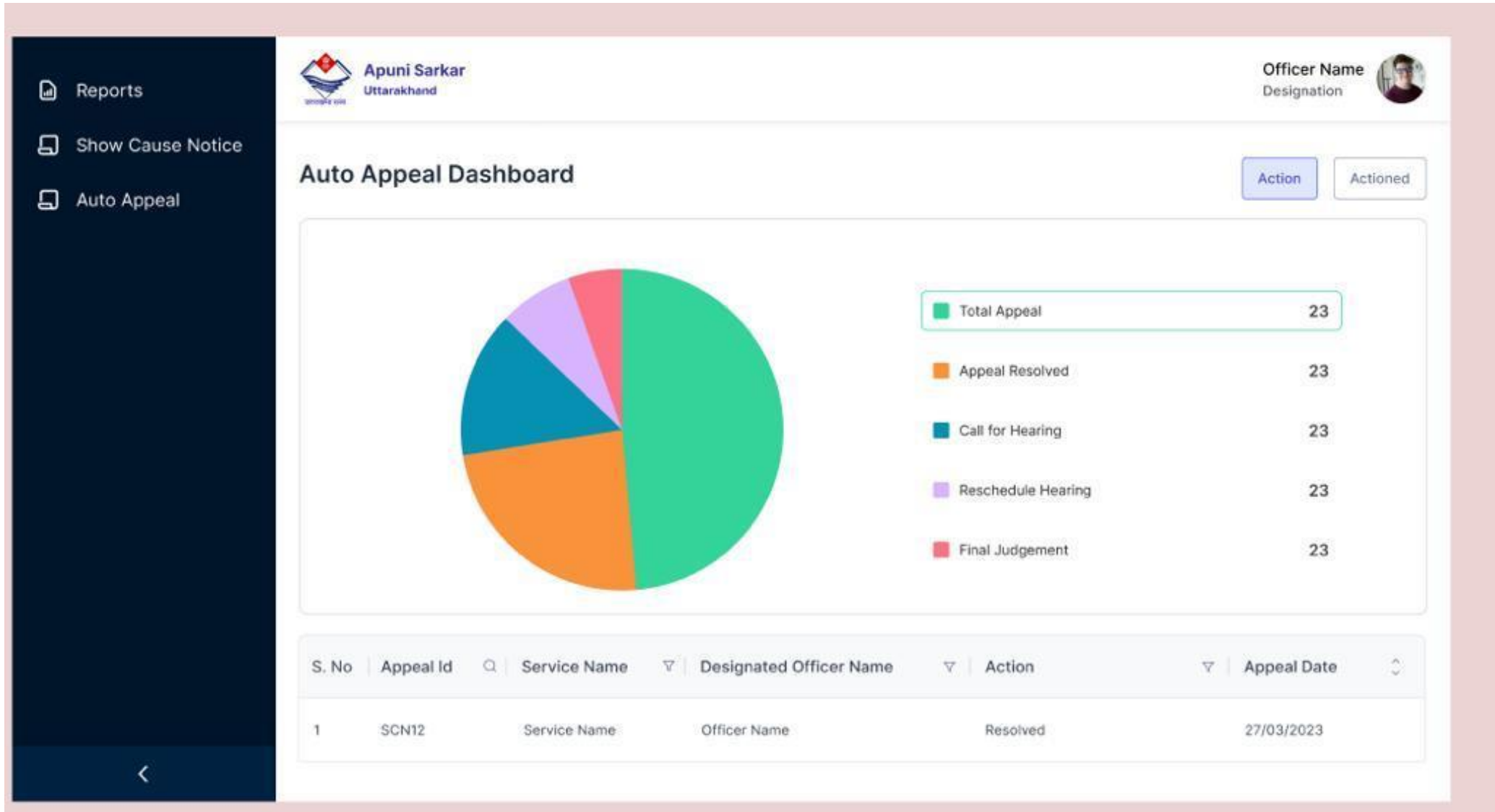
For Action	Actioned
For Recommendation	4
For Forwarding	1
For Notifying	0
For Approval	0
For Clarification	0
For Digital Sign	0
For DBT Approval without sign	0
For DBT Approval With Sign	0

For Recommendation

Recommend Selected 4 items

<input type="checkbox"/>	Service Name	Application Number	Applied Date	Previous Action Performed
<input type="checkbox"/>	Income Certificate	UK23ES0900292723	05-August-2023	-
<input type="checkbox"/>	Income Certificate	UK23ES0900334043	25-August-2023	-
<input type="checkbox"/>	Caste Certificate	UK23ES0800306921	05-October-2023	-
<input type="checkbox"/>	Income Certificate	UK23ES0900399296	10-October-2023	-

RTS Dashboard



- Reports
- Show Cause Notice
- Auto Appeal



Auto Appeal Dashboard

[Attendance Records](#)

Officer Details

Officer Name	Rajesh Sharma
Designation	qwas123456
Mobile Number	1234567890
Email ID	xyz@gmail.com

Appellant Details

Appellant Name	Rakesh Kumar
Mobile Number	1234567890
Email ID	xyz@gmail.com

Appeal Details

Appellant Reference Number	qwas123456
Department Name	Name Department
Service Name	xyz
Appeal Reason	xyz
Application Number	UK23ES02110076 Check Status
Last Action Date	12/04/2023
Last Action Remark	Lorem ipsum dolor sit amet consetur. Faucibus vulputate malesuada facilisi pellentesque pellentesque. Gravida diam nulla habi donec felis odio sem quisque eget.

Action History

Sr. No	Action Date	Action Type	Action Details	Action By
1	24/03/2023	Lorem ipuson	Lorem ipuson	Action By
1	24/03/2023	Lorem ipuson	Lorem ipuson	Action By
1	24/03/2023	Lorem ipuson	Lorem ipuson	Action By
1	24/03/2023	Lorem ipuson	Lorem ipuson	Action By



Ongoing Initiatives



Apuno Sarkar Apuno Praman
Patra



Doorstep Delivery of Citizen
Centric Services



Integration with Digilocker &
UMANG App



Single Sign On (Janparichay)

Credentials



Winner - National e-Governance Award 2023



Recognition by NeSDA in May 2023 (Way Forward)



CERT-in Certified Secure Portal (OWASP)
Open Worldwide Application Security Project



GIGW Compliance



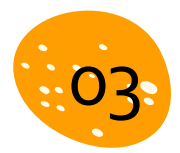
Certified support ecosystem – ANSI/TIA-942-B Rating 3 Data
Centre (Concurrently Maintainable Site Infrastructure)

Upcoming Modules

Auto Appeal System



CRS Integration



WhatsApp Integration



AI based Chat Bot

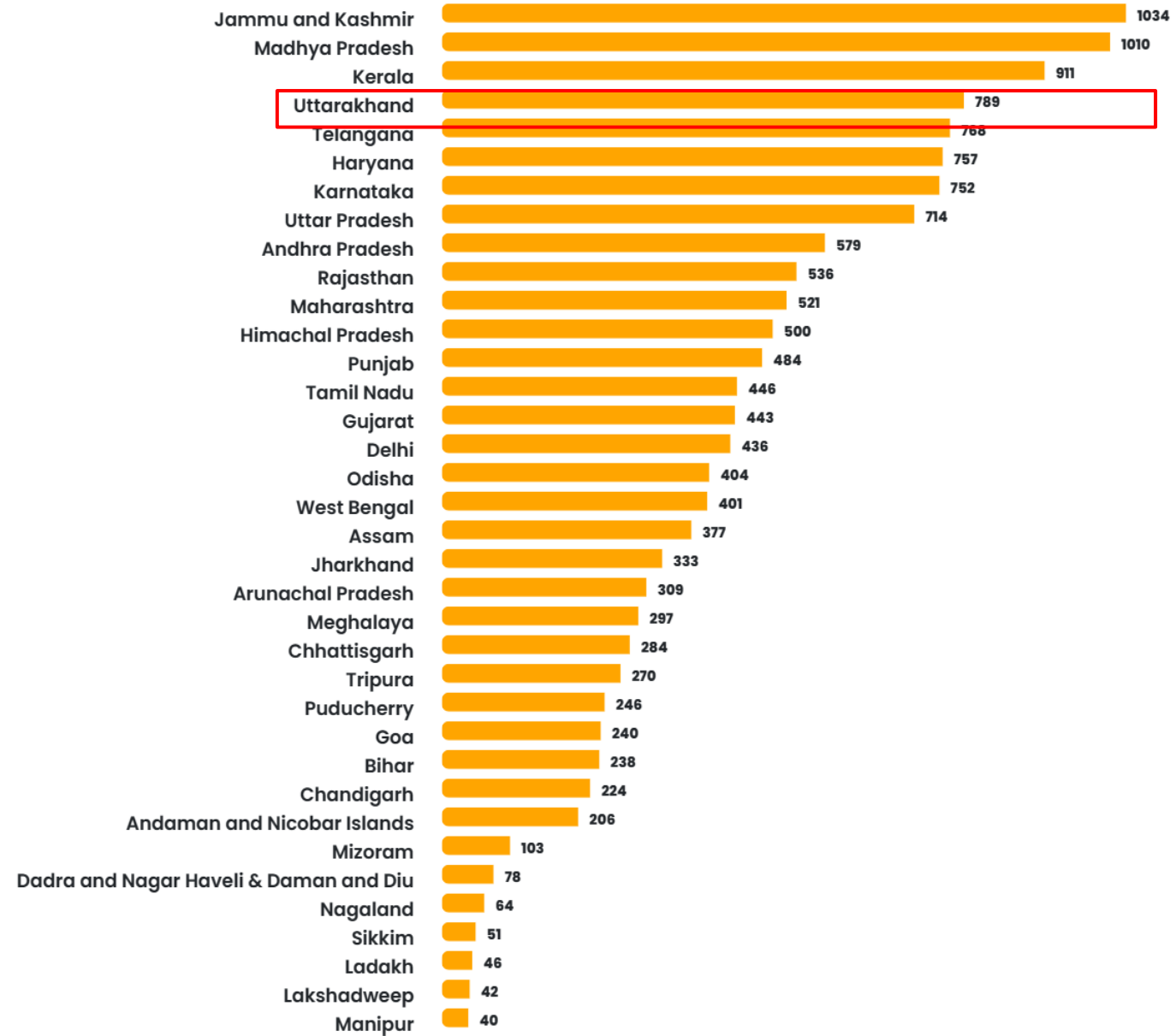


Honored with the eGovernance Award in the 26th National eGovernance Conference in Indore.



National e-Governance Services Delivery Assessment (NeSDA)

Status of e-Services As per inputs on NeSDA – Way Forward dashboard





Facilitating Ease of Services for the Convenience of People!

Government of Uttarakhand has introduced the Citizen Centric Services delivery platform '#eServices' '#ApuniSarkar' to enable all services under one umbrella.

#eGovernance #NeSDA #ApuniSarkar



Apuni Sarkar

Enabling all services under one umbrella

Citizen Centric Service introduced by Information Technology Development Agency (ITDA) & Department of Information and Science Technology, Government of Uttarakhand

Ensures easy access to services through:

- Web Portal
- Mobile Application
- E-District Centre
- Common Service Centre



@DARPG_GOI @DARPGIndia www.darpg.gov.in

PMO India and 9 others

6:43 PM · Jul 13, 2023 · 747 Views

DARPG Tweets about Apuni Sarkar



Post



DARPG @DARPG_GoI

Apuni Sarkar portal, Information Technology Development Agency, Government of Uttarakhand bagged Silver under the "Application of Emerging Technologies for providing Citizen Centric Services" category at the 26th NeGC in Indore.

#DigitalIndia #NeGC #ViksitBharat



PMO India and 9 others

8:33 PM · 25/08/23 from Earth · 312 Views



THANK YOU



- **Electronic delivery of public services or electronic governance is perhaps the second revolution in public administration after NPM, which may transform not only the way in which most public services are delivered, but also the fundamental relationship between government and citizen.**
- **Broadly, e-governance involves the use of Information and Communication Technologies (ICTs) to transact the business of government. At the level of service, e-governance promises full service available to its citizens 24 hours a day seven days a week online and capability to obtain government services without visiting their offices, and reduced service cost.**
- **Today, egovernance is being recognized widely as having the potential to change the shape and character of Government to Citizen (G2C) relationships. Governments across the world are initiating an array of measures to ensure that the concept of e-governance takes root firmly.**

E-Governance : Initiatives

Initiatives in e-governance encompass a wide range of strategies and technologies. Some common examples include:

- | | |
|--|--|
| <ol style="list-style-type: none">1. Online Service Delivery2. Open Data Initiatives3. Digital Identity Systems:4. E-Participation and Engagement:5. Government Portals and Websites6. Mobile Applications:.7. E-Government Procurement | <ul style="list-style-type: none">• 8. Cybersecurity and Data• 9. Smart Cities and I oT Integration:• 10. Blockchain Technology:• 11. Digital payments• 12. Citizen Engagement platforms• 13. Information dissemination• 14. Data Analytics / Decision support` |
|--|--|



Challenges and Mitigations

- **Digital Divide and Accessibility Issues**
- **Data Security and Privacy Concerns**
- **Capacity Building and Training**
- **Resistance to Change**
- **Interoperability and Standardization**

- e-Governance is **seen more as computerization & office automation** rather than as a means to transform citizens from passive to active participants in Governance.
- **Digital Divide:** According to INDIA INEQUALITY REPORT 2022 by Oxfam, there is a huge digital divide in India. For instance, 61% of men-owned mobiles in contrast to 31% of women
- **Funding** for these programs is short in comparison to the huge ambitions we have placed on these schemes.
- **Privacy & No Data Protection Law (Legal Vacuum):** Aadhar information & other records are to be used, now data protection law is there , execution might be a challenge.
- **The quality of local content is not good.** Most portals aren't user-friendly. (NeSDA way forward)
- **No special programs to make the public aware** of these programs. improving
- **A status-quo attitude of the government departments:** Despite a push for e-governance initiatives, many government departments continue insisting upon physical forms and signatures.

Strategies for Implementation

- **Clear Policy Framework and Legal Framework**
- **Robust IT Infrastructure**
- **Capacity Building and Skill Development**
- **User-Centric Design and Accessibility**
- **Continuous Monitoring and Evaluation**

Citizen Engagement and Feedback

- **Online Grievance Redressal Mechanisms**
- **Social Media and Online Surveys**
- **E-Participation in Policy Making**
- **Importance of Responsive Government**

Future of E-Governance

- **Artificial Intelligence and Automation**
- **Blockchain for Secure Transactions**
- **Predictive Analytics for Decision Making**
- **Seamless Integration of Services**
- **Citizen-Centric Smart Cities**

Conclusion

- **Summary**
- **Transformative potential of e-governance**
- **Encourage collaboration and innovation in implementing e-governance initiatives**

Definition of e_Governance


- **E-governance, short for electronic governance, refers to the utilization of information and communication technologies (ICTs) by governments in delivering public services, exchanging information, communication, and generally enhancing the efficiency and effectiveness of governmental operations. It involves the application of digital tools to improve the interaction between government and its constituents, aiming to make governance more transparent, accountable, efficient, and citizen-friendly.**

Modern Administration

Modern administration refers to the contemporary methods, systems, and approaches employed in the management and operation of public and private organizations. It encompasses the strategies, principles, and tools utilized to ensure effective and efficient governance and management, often emphasizing innovation and adaptability to current societal, technological, and economic landscapes.

New Public Administration

In NPM, citizens are viewed as "customers" and public servants are viewed as public managers. NPM tries to realign the relationship between public service managers and their political superiors by making a parallel relationship between the two. Under NPM, public managers have incentive-based motivation such as pay-for-performance, and clear performance targets are often set, which are assessed by using performance evaluations. As well, managers in an NPM paradigm may have greater discretion and freedom as to how they go about achieving the goals set for them. This NPM approach is contrasted with the traditional public administration model, in which institutional decision-making, policy-making and public service delivery is guided by regulations, legislation and administrative procedures.

TRADITIONAL	MODERN
COMMUNICATION	
 <p>Hybrid A combination of paper and digital. Documents are sent by regular mail and email.</p>	 <p>Digital & multichannel Email, web, Whatsapp, Slack, Meet.</p>
TOOLS	
 <p>Legacy systems Acquired throughout a company's history. Mostly entangled in a traditional business' veins.</p>	 <p>Digital and web-based tools Where all tools are integrated with each other.</p>
PROCESSES	
 <p>Manual Manual compensation is needed for shortcomings of legacy systems. People are busy with repetitive tasks.</p>	 <p>Automated Fully automated digital processes built in digital-native tools. Allows people to focus in improvement and innovation.</p>



Difference between Traditional and Modern Administration

Key characteristics of modern administration include:

- 1.Efficiency and Innovation:** Embracing modern technology, tools, and techniques to streamline processes, improve productivity, and foster innovation in the management of operations.
- 2.Transparency and Accountability:** Prioritizing transparency in decision-making, operations, and communication, and ensuring accountability in governance structures.
- 3.Adaptability and Flexibility:** Being responsive to changes in the environment, whether technological, social, or economic, and being flexible in adjusting strategies and approaches accordingly.
- 4.Emphasis on Data and Analysis:** Leveraging data-driven decision-making and analytical tools to inform strategies and policies.
- 5.Customer-Centric Approach:** Placing emphasis on meeting the needs and expectations of stakeholders, including citizens in the case of public administration or customers in the private sector.
- 6.Inclusivity and Engagement:** Involving stakeholders in decision-making processes and encouraging participation in governance or management.
- 7.Sustainability and Social Responsibility:** Integrating sustainability practices and social responsibility into administrative policies, considering environmental impacts and social welfare.

Modern administration, both in the public and private sectors, adapts to the evolving complexities and challenges of contemporary society. It integrates technological advancements and innovative methodologies to enhance efficiency, transparency, and overall effectiveness in achieving organizational goals. The goal is to create systems that are more responsive, adaptable, and capable of addressing the diverse and changing needs of the communities they serve.



Initiatives in e-governance encompass a wide range of strategies and technologies. Some common examples include:

- 1. Online Service Delivery:** Governments provide various services online, making them easily accessible to citizens. This includes services like applying for official documents (passports, licenses), paying taxes, accessing healthcare, and more.
- 2. Open Data Initiatives:** Governments release datasets to the public, promoting transparency and enabling citizens, researchers, and businesses to access and analyze the information for various purposes.
- 3. Digital Identity Systems:** Establishing secure digital identity systems (such as Aadhaar in India or Social Security Numbers in the US) that streamline access to various government services.
- 4. E-Participation and Engagement:** Involving citizens in decision-making processes through online platforms, social media, and other digital means. This can include feedback mechanisms, public consultations, and engagement in policy-making.
- 5. Government Portals and Websites:** Creating user-friendly websites that serve as a gateway for citizens to access information, services, and interact with government entities.
- 6. Mobile Applications:** Developing apps that allow citizens to access government services and information conveniently via smartphones.
- 7. E-Government Procurement:** Digitizing the government procurement process to enhance transparency, reduce corruption, and streamline the purchasing of goods and services.

8. Cybersecurity and Data Protection: Implementing measures to safeguard citizens' data and secure government systems from cyber threats.

9. Smart Cities and IoT Integration: Using technology to improve urban infrastructure and services, making cities more efficient and livable.

10. Blockchain Technology in Governance: Exploring the use of blockchain for secure transactions and record-keeping in various governmental operations.

These initiatives differ from country to country, depending on technological infrastructure, governance structures, and the needs of the population. They aim to enhance governance by making it more accessible, accountable, and responsive to the needs of citizens.



Government :

Is a system or organization that has the authority to formulate and enforce laws, regulations, and policies within a particular geographical or political entity. It is responsible for maintaining order, providing public services, and protecting the rights and well-being of its citizens. Governments can take various forms, including democratic, authoritarian, monarchy, or other types, depending on the political system in place. Key functions of a government typically include:

1. Legislation and Regulation:

2. Executive Function: This involves various administrative functions, law enforcement, and the implementation of policies.

3. Judicial Function:

4. Defense and Security:

5. Public Services.

6. Taxation:

7. Representation:

Governance :

- Governance refers to the processes and structures by which organizations or societies are directed, controlled, and managed. It involves the establishment of policies, decision-making processes, and the allocation of resources to achieve specific goals and objectives. Governance can be applied to various entities, including governments, corporations, non-profit organizations, and international bodies.
- Governance can take different forms depending on the context. Some common types include corporate governance (for businesses), public governance (for governments and public institutions), and non-profit governance (for non-profit organizations). Effective governance is essential for organizational success, sustainability, and the fulfillment of its mission or purpose. It helps prevent abuses of power, ensures responsible management, and contributes to the overall well-being of the organization and the stakeholders it serves.

Government n Governance :

- The relationship between government and governance is akin to that of a specific entity within a larger organizational framework. Government represents the formalized institutions with the authority to make and enforce laws, whereas governance is the broader concept that encompasses the entire system of decision-making, management, and accountability within a society or organization. While government is a central component of governance, the latter extends beyond formal institutions to include interactions among diverse stakeholders, emphasizing inclusivity, transparency, and effective management of resources. Governance, therefore, reflects the comprehensive and multi-faceted approach to organizing and directing the affairs of a community, involving not only governmental bodies but also civil society, businesses, and various other actors.

सरकार और शासन के बीच का संबंध एक बड़े संगठनात्मक ढांचे के भीतर एक विशिष्ट इकाई के समान है। सरकार कानून बनाने और लागू करने के अधिकार के साथ औपचारिक संस्थानों का प्रतिनिधित्व करती है, जबकि शासन एक व्यापक अवधारणा है जो किसी समाज या संगठन के भीतर निर्णय लेने, प्रबंधन और जवाबदेही की पूरी प्रणाली को शामिल करती है। जबकि सरकार शासन का एक केंद्रीय घटक है, उत्तरार्द्ध औपचारिक संस्थानों से परे विविध हितधारकों के बीच बातचीत को शामिल करने, समावेशिता, पारदर्शिता और संसाधनों के प्रभावी प्रबंधन पर जोर देता है। इसलिए, शासन एक समुदाय के मामलों को व्यवस्थित करने और निर्देशित करने के लिए व्यापक और बहुआयामी दृष्टिकोण को दर्शाता है, जिसमें न केवल सरकारी निकाय बल्कि नागरिक समाज, व्यवसाय और विभिन्न अन्य निर्वाहक भी शामिल होते हैं।

Conclusion :

According to Kentaro Toyama, formerly Microsoft India's CEO, IT intervention has a limited impact on developmental outcomes when political will is absent. **It is because technology can only be the 'force multiplier'; it is not the force itself.** The positive intent must originate in politics and motivate the bureaucracy to deliver on its mandate.

National e-Governance Plan (NeGP)

- NeGP is the joint initiative of the Ministry of Electronics and Information Technology (MEITY) and the Department of Administrative Reforms and Public Grievances (DARPG).
- It was started in 2006.
- The NeGP comprises 31 Mission Mode Projects (MMPs) and 10 components.
- It aims at improving the delivery of government services to citizens and businesses with the **vision** of making Govt. services accessible to the common person through common service delivery outlets and ensuring transparency, reliability and efficiency of services at affordable costs.
- Some of the Mission Mode Projects implemented under NeGP include
 - **e-District:** Aimed to digitize the delivery of services at the district level, like issuance of certificates, licenses, and permits.
 - **National Land Records Modernization Program (NLRMP):** To computerize land records
 - **National Citizen Database:** Create a comprehensive database of citizens, including demographic and biometric information
 - **e-Procurement:** Digitize government procurement processes
 - **Common Service Centers (CSCs):** Physical centres at the village level equipped with computers and internet connectivity to provide access to several government services to citizens.
 - **State Wide Area Networks (SWANs):** To establish robust and secure communication networks across states to connect government departments, enabling them to share data and information seamlessly with each other.
 - **State Data Centers (SDCs):** Centralized repositories for storing and managing government data.

Introduction to E-Governance

- **Definition/Concept of E-Governance:**
- **Importance of E-Governance in modern administration**
- **Goals: Efficiency, Transparency, Citizen-Centric Services**

