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ASIA'S FIRST MONTHLY MAGAZINE ON E-GOVERNANCE

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Full Coverage

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10th eINDIA

INDIA'S PREMIER ICT EVENT

14th-16th November 2014

Kovalam, Kerala

Towards Digital India

Special Interview

Welfare of All in Focus

Mukhtar Abbas Naqvi, Union Minister

Shekhar Agrawal
SVP & Head,
Vodafone
Business Services

Anil Swarup,
Secretary,
Ministry of Coal

Nidhi Khare
Joint
Secretary,
Ministry of
Finance

V VenuGopal
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INDIA'S PREMIER ICT EVENT

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eINDIA for Digital India

The 'e' factor in Governance is adding a whole new dimension to the conventional meaning and scope of governance — in terms of efficiency, effectiveness, transparency, accountability and outreach. It is radically changing the way communications happen between governments, between government and citizens, and between government and businesses.

But all that would remain a mere flight of fancy in the absence of political will on the part of the government. Thanks to the zeal shown by the incumbent Narendra Modi Government, the concept of e-Governance in India seems to have received the proverbial booster dose.

However, given the inadequacy of IT infrastructure in the country, the path to holistic implementation of e-Governance remains interspersed with challenges. To reflect on those challenges and the inherent opportunities, Elets Technomedia invited the wits and wisdom of some of the best minds in India and beyond at its annual forum, eINDIA 2014, from 14th to 16th November.

Convened in the beach city of Kovalam, Kerala, in partnership with the state government, the 10th edition of eINDIA Conference, Exhibition & Awards saw policymakers, stakeholders in the domain, experts and other dignitaries sharing their views and making pragmatic recommendations to pave the path of e-Governance in the country.

Participated by over 400 delegates, the three-day event was graced by two Kerala ministers — Shri P K Kunhalihutty, Minister for Industries and Information Technology, and Shri Ramesh Chennithala, Minister for Home & Vigilance — along with a battery of state government officials.

Comprising separate tracks on Governance, Health, Education and Financial Inclusion, the eINDIA 2014 made a lot of business sense for the Industry, as the platform offered them ample opportunity to interact and talk business with the decision-makers in different governments. The parallel exhibition within The Leela premises helped the Industry showcase their products and services and emphasise their presence. And, last but not the least, awards were given away to entities in both public and private sector to recognise and honour the outstanding IT-oriented initiatives across India.

In our expression of thanks, we dedicate this issue of eGov magazine to the participating bodies and individuals, our partners and sponsors, and the Government of Kerala, who turned the event into a real mega show.

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WELFARE OF ALL IN FOCUS

Poverty and unemployment do not have any caste, community or religion; therefore, development is equally important for all and there is no room for differentiation, observes Mukhtar Abbas Naqvi, Union Minister of State for Minority and Parliamentary Affairs, in an exclusive interview with Elets News Network's *Gautam Debroy*

You have been given a very vital ministry. How will you work for the development of minorities?
The socio-economic and educational backwardness of the minority community is clearly visible. Unfortunately, "champions of the secular parties" have been directly or indirectly exploiting the minority community for their own benefit and doing mere vote bank politics in the past. Now, this is our duty to ensure development of all sections of the society through good governance.

> IT can play a big role in the implementation of different minority-related projects and schemes across the country. We will chalk out various IT initiatives for speedy and proper implementation of projects

Will you also work for the minorities in line with the policies of the previous UPA Government?
First of all, I don't want to accuse or criticise anybody. One thing is very clear, poverty and unemployment don't have any caste, community or religion; therefore, development is must for all and there is no room for differentiation. If we consider development on the basis of minority and majority (community), it will be vote bank politics. We are here for overall development with good governance. However, our emphasis will be on proper and timely implementation of the already sanctioned projects for development of minority communities.

Education and employment are the two crucial factors in development. How will you work for these two?
You are right! These two are really important factors. Education and employment complement each other. If you fail to get a job despite having proper education, then obviously you will be depressed. After completing education, you must get a job. Hence, our focus will be on job-oriented education. There are several such projects and schemes already operational in the country. However, to make those successful, a positive mindset of both government and the employers is a must.

What is the role of Information Technology in your ministry?
IT does have a significant role to play. The world is changing swiftly, with technology playing a crucial role in it.

Our emphasis will be on proper and timely implementation of the already sanctioned projects for development of minority communities

With the help of IT, we can take the nation on the path of progress. It helps us go hand-in-hand with today's changing and progressive world. IT can definitely play a big role in the implementation of different minority-related projects and schemes across the country. We will chalk out various IT initiatives for speedy and proper implementation of projects.

What are your major challenges as the minority affairs minister?

The first and foremost challenge is to instil a sense of security amongst the minority people, as it had been one of their prime concerns during the previous regime. They have been living in fear. We have to take them out of this and assure their safety. Also, we must ensure their development, prosperity and education. But right now our focus will be to ensure the security of the minorities.

> The first and foremost challenge is to instil a sense of security amongst the minority people, as it had been one of their prime concerns during the previous regime. They have been living in fear

A section of people allege that the BJP and Modi Government try to woo minorities. What is your take on that?

We don't try to influence others. We want an overall development of both majority and minority communities. We will certainly take initiatives to ensure that everyone from majority to minorities, *adivasis* and other sections get a fare chance for development and prosperity. Our attitude for an overall development is crystal clear. Our government has a positive and clear thinking on the issue of development.

In some states, especially in Northeast, the minority communities are being used by different political parties as vote banks. What would you say?

Many areas in the Northeast are lagging far behind in development. We must ensure development in those areas. Our government is giving top most priority to the northeast region. Prime Minister Narendra Modiji is having meetings with the Chief Ministers and other government officials on all issues, especially development. We want that the government should reach the remotest places of the landlocked region.

Emphasis will be laid on proper implementation of all the developmental projects. Loot is going on everywhere in the Northeast. We want that central funds should be utilised for the development of the needy and genuine persons.

Will there be any action against those states which are not utilising the minority development funds properly?

We will definitely take action. We recently sent a notice to the Uttar Pradesh Government, seeking fund utilisation report. All projects must be implemented properly. And, most significantly, the implementation should not be on the paper but on the ground. We will certainly review all implementation projects across the country.

What are your views on the Nalanda project and the Sachar Committee Report?

We are looking into the Nalanda project of my ministry for minorities higher educational institutions. As I am also the Minister for Parliamentary Affairs, and currently the parliament session is on, we will definitely look into all the issues related to the minorities. We will make sure overall development of the minority communities. As far as Sachar Committee Report is concerned, we know the recommendations of the Committee are based on ground realities. So we know what the minorities need. There are certain recommendations in the report which are related to the educational development of the minorities.

In fact, we have decided to take the Ministry of Minority Affairs to at least 100 districts across the country. With this initiative, we will try to understand the present status of different projects as well as the requirements of the minority people.

Tell us about how you intend to deliver as the Minister for Parliamentary Affairs.

Through communication, coordination and constructive cooperation, I am sure that I will perform in this ministry. In fact, we have started getting constructive cooperation. This is visible from the fact that we have already passed three crucial bills in the Rajya Sabha, where we are not in majority. The bills include Labour Reforms Bill, Police Reforms Bill and Apprentices Amendment Bill.

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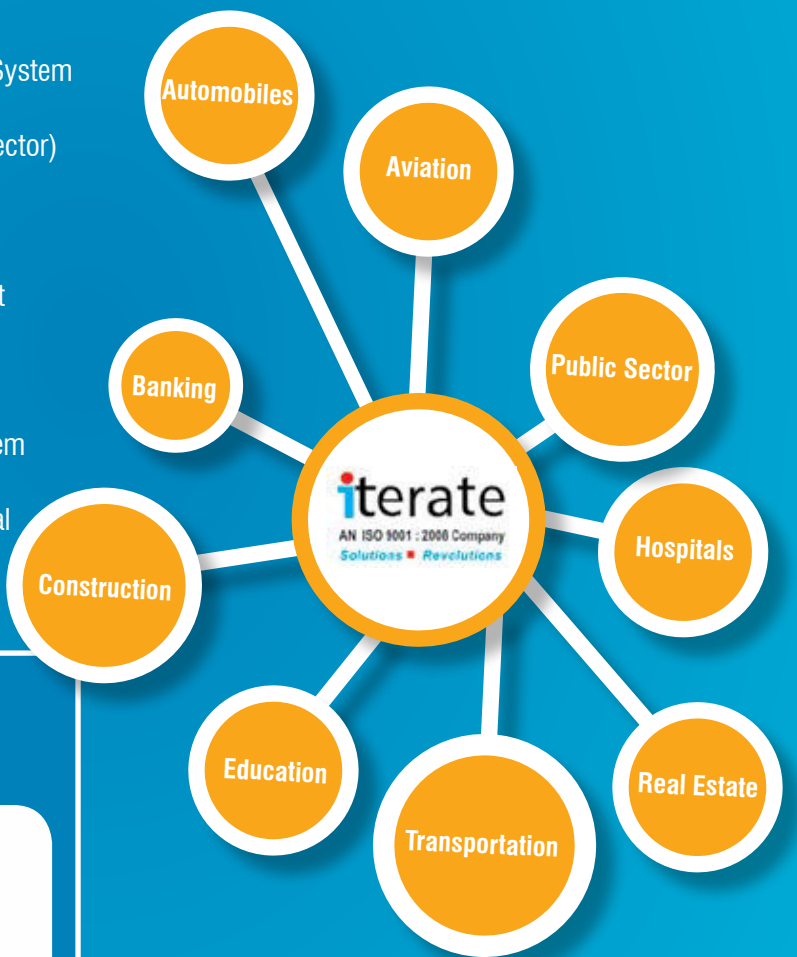

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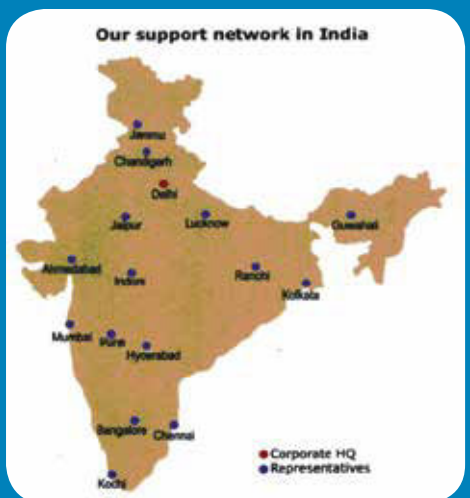

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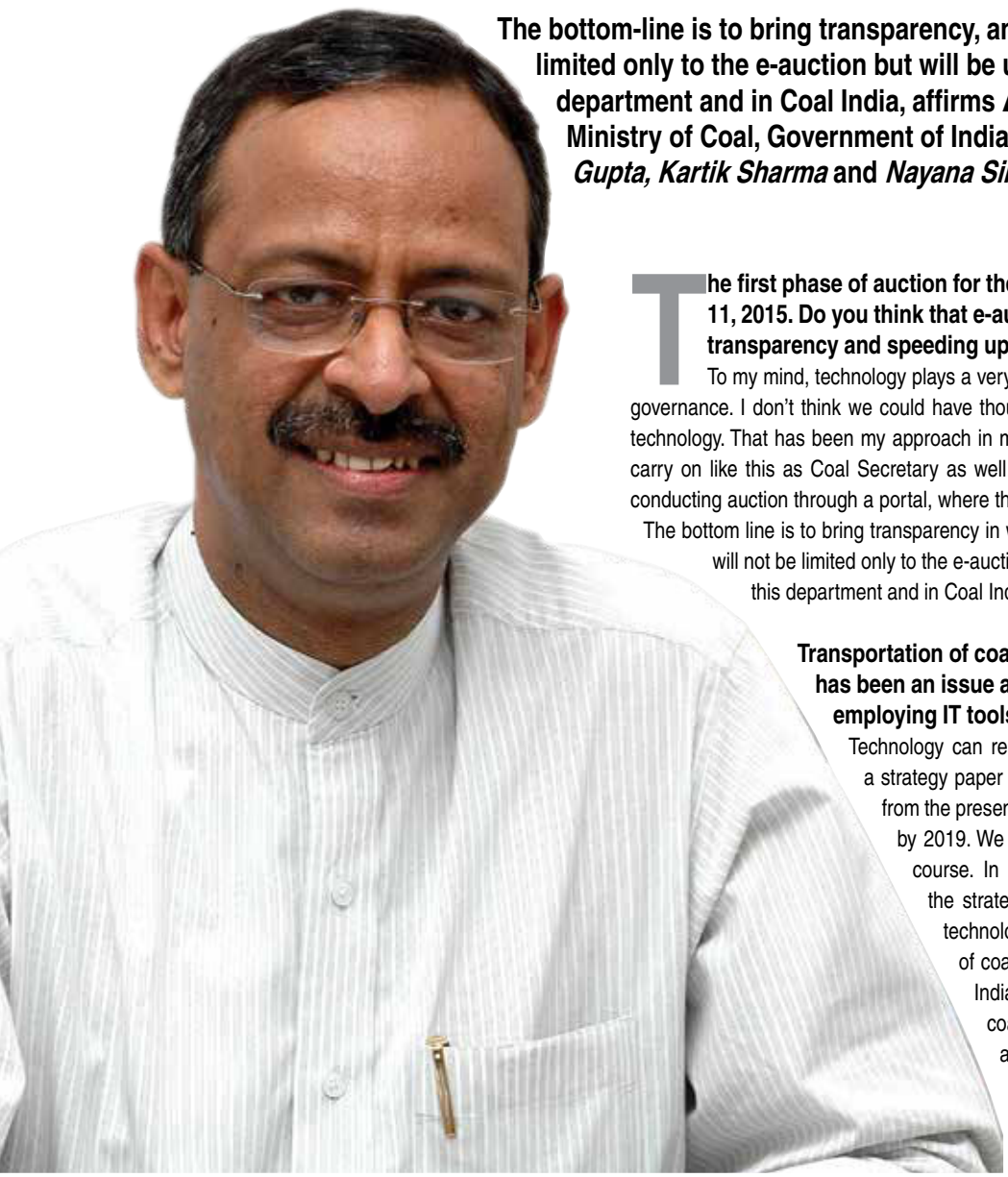

The bottom-line is to bring transparency, and technology will not be limited only to the e-auction but will be used extensively in this department and in Coal India, affirms Anil Swarup, Secretary, Ministry of Coal, Government of India, in conversation with *Dr Ravi Gupta, Kartik Sharma* and *Nayana Singh* of ENN

The first phase of auction for the coal blocks is slated for February 11, 2015. Do you think that e-auctions will help in maintaining transparency and speeding up the process?

To my mind, technology plays a very important role in bringing transparency into governance. I don't think we could have thought in terms of transparency without using technology. That has been my approach in my previous assignments, too, and I hope to carry on like this as Coal Secretary as well. So, in a first, we are using technology for conducting auction through a portal, where the process of bidding will be visible to others. The bottom line is to bring transparency in whatever we do, and I can assure you that it will not be limited only to the e-auction but technology will be used extensively in this department and in Coal India.

Transportation of coal and its theft in the process has been an issue all these years. How do you think employing IT tools will help address these issues?

Technology can resolve many such issues. We are preparing a strategy paper for increasing coal production by Coal India from the present level of 160 million tonnes to 1 billion tonne by 2019. We are going to have workshops to decide the course. In a month's time, we should be ready with the strategy paper. The strategy will include a lot of technological interventions, not only in excavation of coal but also its handling and transportation. In India, a major problem we face is evacuation of coal, because many of these coal mines are at places which are inaccessible. But coal has to be evacuated; so, we are in touch with the Railways. In this entire process,

technology will play a crucial role. IT applications will also play an important role in tracking our trucks. GPS is already being used in a number of coalfields to track whether these trucks are reaching where those were headed for. Even for weighing and detecting coal pilferage, lots of technology is on play, including CCTV cameras.

Your office is said to be having fewer files compared to other departments. To what extent you use IT in your office and what difference does it make to productivity?

We have started using IT applications in our office, so that if any information has to be moved or shared with somebody without any problem. We have decided is that if we need some structural information periodically, then even that information would be posted on a portal, instead of being forwarded electronically or otherwise.

For instructional information, emails are used. In both cases, however, there will be no movement of physical files, and in case of structural information, even email will not be sent. This move has already eliminated a large number of files. So, now only those files come to me where decisions are to be taken. So, this way, IT can revolutionise the way we govern and function.

Business process re-engineering is required before you implement IT. How do you see that happening in Coal ministry?

There are some places where you don't need to do business process reengineering before using IT. This is clear from the example of information sharing that I just talked about. There are situations where process is involved and where we should first go with re-engineering, but it is no rule as such. Many a time, while using IT, you discover that the process can be re-engineered!

How do you see the role of private sector in the new coal policy?

Private sector is already involved in the coal-related activities. The limitation that we had and still have is the end use stipulation of coal taken out by the private entity (they are allowed to take out at some places). So, it is not that private sector was not involved in the excavation of coal. They were already there, but the mandate was that they would have to use it only for a purpose specified by them. Now, through a new ordinance-based legislation, the government can decide to allow excavation of coal for commercial use, which is without any definition of end use. But we have not taken any concrete decision in this regard, as much would depend on the outcome of the Supreme Court's decision on the 74 blocks under question.

When do you expect real action for allocation of coal blocks?

We have clear-cut timelines: the tender will be floated by 22nd of December and the allocation of blocks will be done by 16th of March. On the other hand, from 1st of April, the 42 cancelled coal mines will resume operations as per the Supreme Court order. We are working according to the timelines. So far, everything has happened smoothly, and as for the future, let's keep the fingers crossed.

> We are preparing a strategy paper for increasing coal production by Coal India from the present 160 million tonnes to 1 billion tonne by 2019… It will include a lot of technological interventions, not only in excavation of coal but also its handling and transportation

Is it not an irony that in spite of having plenty of coal reserves, India is still importing coal?

It is indeed ironical; we are sitting on huge coal reserves and still importing about 180 million tonnes annually. That

is the reason we are working on a strategy to increase the production of Coal India by a billion tonnes, and maybe, another billion tonnes coming from the private sector will make us fully self-sufficient by 2019…we have the potential to do that. We are working on a two-fold strategy: one is to see how Coal India can increase the production and second is how the private sector can emulate that model.

So, you intend to shift some load from the Coal India shoulders?

No, there will be no load shedding; instead, the load will be increasing. At present, Coal India is producing 160 million tonnes and now we are talking about only 1 billion tonnes from them.

Why do you rely so much on the public sector units when there are examples to show that these PSUs are already stretched?

Firstly, Coal India is not stretched; actually, it needs to be stretched; secondly, since Coal India is excavating coal since long, they have that expertise which needs to be exploited further; and thirdly, private sector alone is not going to solve the problem of coal in India. So, both public and private sector have to work together because the demand for coal is high. Hence, Coal India has to ramp up its production and the private sector has to be brought in for additional expertise.

How will you deal with the issue of delays in environmental and forest clearances, which hinder coal production?

Steps are being taken to tackle this issue. I am extensively using the Project Monitoring Group (PMG) portal for the clearances. Now, we already have various projects on the portal. Around 100 or more projects related coal mine have been added to the portal ever since I moved in.

As the head of PMG, I will continue discussions with the state governments to grant clearances. I have got positive responses from key officials and Chief Ministers of some states, as they also understand the importance of coal. Some states have even started granting clearances.

Do you think that big Coal India subsidiaries like Mahanadi Coalfields Limited are working efficiently?

What matters most is efficiency of an entity and not the size. I must confess that I was very impressed with the way Mahanadi Coalfields Limited is doing its job…it is functioning professionally. But, there is always room for improvement. I think the core competencies cultivated in Mahanadi Coalfields Limited should be further improved.

How would the coal sector benefit from Prime Minister's vision of Digital India?

IT applications can provide sophisticated monitoring systems to plug the loopholes that exist in entire value chain. Activities like mining, coal movement, production, etc., can be monitored more efficiently and smoothly. Thus, Digital India programme will help us bring efficiency and improvement in the coal sector.

Do you think that coal shortage in the country will pose a challenge in the days ahead?

Coal shortage is a challenge, as it can hamper the growth of the country. We need to address this issue quickly, as coal plays a crucial role in the development process and meeting the energy requirements. Hence, we are working on ramping up the domestic coal production.

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DBT WILL PLUG THE HOLES

Direct Benefit Transfer schemes will give a big push to the exercise of reaching benefits to genuine beneficiaries and help in weeding out the duplicate ones from the system, Nidhi Khare, Joint Secretary, Ministry of Finance, says in an interview with Nayana Singh of Elets News Network

You are playing a key role in driving Direct Benefit Transfer (DBT). What is new as far as this mission is concerned?

Twenty-seven schemes of Direct Benefit Transfer scheme are already running in 121 selected districts, and the Finance Minister has already approved expansion of DBT operations beyond these 121 districts. Therefore, the currently running 27 DBT schemes will be taken all over the country.

In fact, we have already introduced seven new schemes. These schemes pertain to scholarships in higher education, which will be extended across the country. MGNREGA will also be added to the DBT platform and its operations will be extended to 300 districts in the beginning.

Direct Benefit Transfer of LPG (DBTL) was recently launched in 54 districts. Please tell us more about this initiative.

The modified DBT of LPG subsidy has been relaunched with a few modifications in 54 districts from the 15th of November. This time round, the subsidy would be transferred to the bank account of the LPG consumer. Consumers, who do not have Aadhaar number, can receive cash directly in their bank accounts without producing Aadhaar. However, as and when they get their Aadhaar, they need to shift to Aadhaar-based cash transfer. From 1st of January 2015, the modified DBTL would be launched across the country.

In the coming days, the Direct Benefit Transfer schemes would give a big impetus to the delivery of goods and services to people. It will also help us achieve accurate targets of intended beneficiaries. This system would take out duplicate beneficiaries from the system, besides increasing the outreach of DBT programmes. DBT plans for scholarships, pensions etc will help change the face of governance.

What are the challenges that you are encountering in smooth functioning of DBT schemes?

The exercise of digitising the database was a huge challenge before us, and so was the issue of Financial Inclusion, which has now been addressed to through the Prime Minister's Jan Dhan Yojana (PMJDY) programme. When we were in the process of making DBT operational, Aadhaar data was not available with us. But the situation has changed now. With universal Aadhaar and attempts to achieve universal financial inclusion, DBT is well on its way to maturity.

The domain of subsidies is plagued with problems of leakages, pilferage etc. However, under an effective reforms regime, the DBT holes can be plugged, once and for all.

How do you perceive the Digital India mission of the Prime Minister?

The Digital India mission is a huge campaign. Our experience with DBT says that if we digitise records, there will be greater recall of this data. The government departments work in silos ,where data is not shared. So, the Digital India mission will bring in a lot of synergy into the system, where we can syncronise outcomes, not just outputs, with each other. egov

> In the coming days, the Direct Benefit Transfer schemes would give a big impetus to the delivery of goods and services to people

IT SHIELD FOR BORDER GUARDS

BSF is planning to acquire Motion Sensor Alarms and Unmanned Aerial Vehicles (UAVs) for reconnaissance and early warning along the porus Indo-Pak and Indo-Bangla borders, says Ashok Kumar, IG (Administration), BSF to Elets News Network's *Gautam Debroy* in an interview

Tell us about different aspects of the Border Security Force (BSF).

Border Security Force (BSF) is the premier border guarding force of the country, mainly guarding the Indo-Pak and the Indo-Bangla borders. It is the first line of defence, as the Army usually stands behind, except along the Line of Control. BSF is a key security force of the country also because it is guarding the crucial Indo-Pak border.

From 25 battalions in 1965, the present strength of the force has gone up to 178 battalions. We have deployed more than 250,000 personnel along the borders and elsewhere. It is manning over 1,882 land border outposts and 18 marine border outposts.

A unique force with both 'peace time' and 'war time' roles, the BSF has over the last five decades grown up to be one of the most complex and well-managed border forces in the world, with multiple accolades and achievements to its name.

During the last one year, BSF had to face some of its toughest challenges in the form of heaviest-ever cross-border firing. In Odisha and Chhattisgarh, currently there are 15 battalions deployed to curb the growing threat of Left wing extremism. In the East, the Coordinated Border Management Plan signed between India and Bangladesh is helping to resolve minor differences and improve relationships.

Every force must modernise itself to stay up-to-date and ready to meet any challenge. Any modernisation plan for BSF?

With the government having approved a five-year Modernisation Plan – II (2012 – 2017), entailing a financial outlay of Rs 4,570 crore, the force is committed to completely modernise its capabilities. Specific emphasis is being laid on providing the most technologically advanced gear that goes a long way in protecting the life of a Jawan and driving operational efficiency. Investment in training of personnel is also of paramount importance, with basic fundamental and in-service professional trainings across the BSF institutions and special training schools.

Tell us a little about the welfare schemes implemented for BSF personnel and their dependents?

Under its welfare initiatives, BSF has provided employment to more than 600 dependents of the personnel killed in action and allocated Rs 6 crore towards housing across 10 locations over the last three years. In order to facilitate resolution of pension-related issues, the force has set up three Pension Adalats at Jammu, Dehradun and Hazaribagh during the current year. BSF also launched the 'Golden Jubilee Prahari Kavach' scheme — a life insurance policy that will be managed in-house and ensure higher cover and timely payment to the family of the deceased or disabled.

How much use of Information Technology is made by BSF as an organisation?

Now-a-days, most of the work is IT based. We have our own IT projects, which ensure a secure communication network for us. And we are using it frequently. Although we are using IT mainly for communication between different units and different establishments of the force, it is very useful for communication in the border areas as well. With the use of IT, much of our work has become paperless now-a-days.

We have also set up an interactive platform for e-suggestions to promote participative planning of welfare scheme. Internet Presence Provider (IPP)-based Grievance Redressal system has also been introduced with user-friendly features.

How come despite several steps taken by your agency, influx of illegal migrants continues from some neighbouring countries?

Illegal immigration is certainly an issue which is not at all desirable. We already have too much population in the country, so we don't need any more people here. We do our best to check the illegal immigration. But in spite of several measures being adopted to stop such immigration, certain geographical conditions as well as riverine areas have been posing us a challenge.

In order to protect the border where fencing is yet to come up or the terrain is challenging, the BSF is considering Motion Sensor Alarms (MSA) and Unmanned Aerial Vehicles (UAVs) for reconnaissance and early warning. The Air units will see introduction of 8 Mi-17 V5 helicopters to assist in border management and anti-Naxal operations, while the Water wing will see induction of 3 new floating Border Outposts (BOPs) and 4 fast-attack crafts that will assist in maritime capabilities in the Creek and Sunderban areas.

You have started using non-lethal weapons in the Eastern sector. Any benefit from this?

Being an armed force of the Union and tasked with the protection of country's borders, use of arms has been an integral part of BSF's functioning. Stopping cross-border crime, preventing infiltration of criminals and anti-national elements, upholding the sanctity of international borders and securing the border population — all require effective use of fire power!

Yet BSF is bound by the law of the land. The use of force has to be proportionate to the threat perceived. Hence, to cater to a wide spectrum of possible violent situations, it was decided to widen the scope of possible responses. The 1.2 inch calibre pump action gun, manufactured by the Small Arms Factory of the Government of India, was introduced as a personnel weapon in BSF, in required numbers, to substitute the INSAS rifles.

The strategy was effective and fatality figures came down. Armed with this new weapon, the border guards feel more confident of handling a less challenging situation, and if need be, they can always revert to their INSAS in self-defence.

> Although we are using IT mainly for communication between different units and different establishments of the force, it is very useful for communication in the border areas as well

TRYST with eGOVERNANCE

They assembled, they deliberated and they lightened the eGovernance path! That precisely is the story of 10th edition of the India's premier ICT event, christened eINDIA 2014. Elets New Network's *Nayana Singh and Kartik Sharma* have more...

2014 proved to be quite a significant year, especially with regard to the eGovernance domain, with lot many changes taking place around us. The most introspected occurrence of the year happened in the month of May when Prime Minister Narendra Modi took over the reins of NDA Government. The new government spelt out its agenda for reforms in governance, with the Digital India vision being one of its prime focus areas.

In alignment with the Prime Minister's Digital India vision, the 10th Anniversary edition of one of India's biggest ICT events — eINDIA 2014 — was organised on the 14th and 15th of November, 2014. The two-day Summit, held in association with the Department of Information Technology, Government of Kerala, took place in the exquisite location of The Leela at Kovalam, Kerala. It saw an enormous participation of nearly 400 delegates from all across India.

Shri PK Kunhalikutty, Hon'ble Minister for Industries and Information Technology, Government of Kerala, inaugurated the Summit and played a key role by extending his active support towards the meet. In his keynote address, he highlighted the course eGovernance had charted in Kerala and gave his message for the mega event, saying "I wish that eINDIA 2014 turns out to be a good opportunity for the people to understand our state and the country better, visualise the future roadmap for development and find opportunities of participation in it. The state looks forward to good outcomes from the event."

Shri Ramesh Chennithala, Hon'ble Minister for Home and Vigilance, Government of Kerala, attending the conference said, "This is the 10th year for e-India Summit. For the last 10 years, I have been informed about the positive changes that have taken place in various states after the e-India event took place in those states. Now e-India is happening in Kerala… This conference will give new direction to our state as well as we are also focussed towards eGovernance."

Addressing the gathering, R Chandrasekar, President,

Guests at eINDIA 2014 release the November issue of eGov Magazine

Nasscom remarked, "All of us have seen the journey of eGovernance in India from different angles, different snapshots and different perspectives…be it from the perspective of a particular state, a particular ministry or a particular slice of time when we happened to be associated to it. We have made considerable progress with respect to e-Goverance but not significant enough. We need to look not just at the technology and solution but also the process for the deployment of technology."

The scale of the event was also highlighted by the fact that eINDIA 2014 saw delegates and speakers coming from as many as 20 states, including Maharashtra, Goa, Madhya Pradesh, Odisha, Telangana, Haryana, Meghalaya, Tamil Nadu, Bihar, New Delhi and Puducherry.

The themes of discussions were based on the adoption of eGovernance in various domains of public governance, the role that technology is playing in improving education at various levels and e-Health initiatives that are being adopted in Kerala and elsewhere in the country, among several others. Yet another major theme of eINDIA 2014 was Financial Inclusion and the role that policymakers and banks are playing towards achieving the goal of comprehensive financial inclusion in the country.

Rita Teaotia, Special Secretary, Department of Telecom, Government of India is one of the key officers who have played a significant role in shaping the eGovernance ecosystem of the country. Addressing the elite gathering at eINDIA 2014 Summit, Ms Teaotia said, "The Digital India mission states that we would ensure nationwide digital transformation through application of ICT in various sectors of the economy, empowerment of people and delivery of government services electronically to the citizens and businesses through re-engineered processes integrated and inter-operable systems and multi-delivery channels."

IT majors like Vodafone, CA Technologies, Akamai, Microsoft, HP, Accenture, Wipro, Samsung, Adobe, Cannon, Hitachi and many others took part in the mega event. Through deliberations at the conference and exhibition, they showcased their products and services.

eINDIA Awards, an integral part of the annual Summit, felicitated 52 individuals and institutions active in the eGovernance space. We bring to you a detailed coverage of the Summit, along with the recommendations made by the Speakers. Hope it makes a meaningfully pleasant reading.

eGov

January 2015

Annual Leader's Special Issue

Special Issue on **BFSI**

Special Features

- Exclusive interviews of policy makers who are playing a seminal role in the e-Governance spectrum
- Exclusive interviews of the key officials of DeitY, NIC and other organizations under the Ministry of Communications & IT, Government of India
- Interactions with senior officials of various key ministries of the Government of India
- State Perspectives derived from interviews of key decision makers in various states governments
- Coverage of Corporate leaders: In-depth report on their future plans

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14th-16th November 2014 Kovalam, Kerala

417
Delegates

82
Speakers

108
Corporate

217
Government

20
States

22
Universities

WINDOW TO E-GOVERNANCE

As the policymakers, stakeholders from the Industry and otherwise, and honourable guests expressed their views and shared individual experiences at the 10th eINDIA summit in Kovalam, Kerala, what emerged was a confluence of practical ideas to make public service delivery effective, government ecosystem accountable and actions of the government transparent. We reproduce their views in a nutshell

Leaders' Perspective – Moving Towards Digital India

P K Kunhalikutty, Hon'ble Minister of Industries and IT, Government of Kerala

Advancements in ICT are transforming everyday life for citizens in the country. Kerala has always accepted technology as a catalyst in development, and has now embraced it for improvement and transformation of public service delivery.

We have embarked upon a lot of prestigious e-Governance initiatives to deliver the services in an efficient and hassle-free manner to the common man. By leveraging the existing core infrastructure, Kerala has two state-of-the-art data centres and Kerala State Wide Area Network (KSWAN) connecting more than 3,378 locations in the state.

At present, close to 2,300 Akshaya centres in 978 panchayats are functioning successfully in Kerala, with each panchayat boasting of at least two Akshaya centres. The Government of Kerala had mandated to carry out all government purchases above ₹25 lakh online using the e-procurement system. The government also connects with suppliers for the purpose of buying products through online systems.

This year, the state's budget has also put a lot of thrust to boost the IT sector. The government's mission is to provide all the government services through Internet and especially via mobile phones, as mobile penetration is high here. Also, through implementation of e-Office, we see an opportunity to improve administrative efficiency and transparency. I am confident that eINDIA 2014 summit will help us catalyse more innovations to bring about greater convenience and productivity, create new opportunities for business to create value and improve the lives of the citizen.

M Sivasankar, Secretary, Department of Power, Government of Kerala

We all know about connectivity and the importance of bandwidth and voice connectivity that should reach every citizen to bridge the gap. In the case of electricity or power, there was a huge gap, but it has been narrowed down substantially from a national perspective. As far as electricity is concerned, in Kerala, we have been able to give 24/7 power to every consumer.

Ten years back, we were concerned with access to computers ad computing devices, and that is when we started the Akshaya Kendra project where we have provided computer access to every citizen at the grass-root level. At present, this issue has been addressed through personal computing devices like smartphones and tablets. In Kerala, we have two big challenges, one with respect to bandwidth and second with respect to customising e-governance services so that these are available to citizens in a more user-friendly fashion.

Rajesh Aggarwal, Principal Secretary, IT, Government of Maharashtra

I was impressed by Akshaya centres in Kerala when I first visited the state a decade ago. It mapped the whole path in the country for village level entrepreneurs. Thirdly, I am impressed with Kerala's e-governance eco-system, which uses open source solutions. The open source content, which Kerala is producing in all the schools, prevents educational institutions to purchase software and kids can also experiment with this content.

Shekhar Agrawal, SVP & Head – Government Segment , Vodafone Business Services

I represent Vodafone, but as a citizen of this country, which is at an inflection point of digital India, which will empower the last citizen of the country in terms of seamless and two-way communication. There are five growth levers and as a telecom service provider, we find that we would be able to add immense value to two of them which are digital India and gen-next infrastructure.

We have been hearing about creation of 100 smart cities. I personally feel that collaboration is the key in terms of growing in this area. Government ministries and departments and our industry need to collaborate extensively to realise the dream. While interacting with various decision makers and users in the central and state governments, we realised that the immediate priorities should be providing basic services such as quality education, better health, and transparent and speedy redressal of public grievances.

Vodafone has created unique services delivery platform which acts as catalyst between government and citizens. As the backbone and future-ready technology such as Cloud and Big Data Analytics, we are very keen to partner with the central government and the state governments.

During the Independence Day speech, our Hon'ble Prime Minister stated that every citizen of the country should have the capacity and capability to govern. Being the leading telecom player, with mobility as our forte, we understand transformative ability of mobility.

As a total communication partner to the government, we have the robust infrastructure. Vodafone is keen to collaborate customising our global best practices in India. Let's design and deliver the dream of digital India.

Ramesh Chennithala, Minister of Home & Vigilance, Government of Kerala

Our state is very much focussed on e-governance as we have already started infusing more technology in various government departments and providing impetus to the technological changes. As a result, all the 14 districts have come to be known as e-districts. In my ministry, we are also infusing e-system in a big way. Almost all police stations in the state are now connected with this system. Senior officers can now operate from the police headquarters and can track number of cases registered per day and also track various investigations taking place in different police stations across the state.

The Government of Kerala has brought total transparency in the system. After receiving lots of complaints against PWD and the motor vehicles department, the government decided to set up e-system at both places. Besides, we already have more than 2,350 Akshaya centres, which are very useful for the people. Now people do not require to visit village offices or taluka offices. People now visit Akshaya centres to get their certificates, for filing various applications, etc.

After digitisation in my office, it easy for me to review the files even when I am not physically present in the office. This has resulted in speedy redressal of the issues. Major changes have been witnessed in the administration ever since introduction of e-governance in the system.

Now, our main concerns are white collar crimes and the cyber crimes. In order to address these issues, we are contemplating to have a cyber dome in a techno park. For this, 2,500 sq ft has been allotted and the rest is in the making. By 1st January 2015, we will be able to inaugurate it.

Rita Teaotia, Special Secretary, Department of Telecom, Government of India

The Digital India mission states that we would ensure nationwide digital transformation through application of ICT in various sectors of the economy, empowerment of people and delivery of government services electronically to the citizens and businesses through re-engineered processes integrated and inter-operable systems and multi-delivery channels.

The mission rests on three pillars: Infrastructure as a Utility to every citizen, governance and services on demand, and digital empowerment. Further, these three pillars entail nine key action areas: broadband highways, voice connectivity, public Internet access, e-Governance, e-Kranti, information for all, electronic manufacturing, IT for jobs and some prevcious harvest programmes.

Voice connectivity is primary to all. When we talk about Digital India, the first pillar has to be access to simple voice connectivity to every citizen. We have had in this country the fastest growing telecom industry in the world. Today, 90 percent of our villages have voice connectivity. In states like Karnataka and Kerala, there isn't a single village which does not have a telephone. But, if you look at Arunachal Pradesh, 55 percent of the villages are not yet reached; Mizoram, Meghalaya, Manipur, Chhattisgarh, Jharkhand and Odisha are other with less connectivity. That means, 30 percent of the population is not yet served with simple voice telephony.

The reason coverage has not reached these areas is due to difficult terrains, market size, customers' paying capacity, law and order issues, etc. In areas, where coverage by commercial providers is not reached, it is certainly the responsibility of the government to make good use of Universal Service Obligation Fund (USOF).

Leveraging Technology for Government Service Delivery

K P Bakshi, Additional Chief Secretary, Planning, Govt of Maharashtra

Working of e-Governance requires a lot of public confidence with respect to quality, transparency and speed. This can be solved by implementing the right type of technology solutions. One of the major hurdles is implementation of new technology in a short span of time. Technology is changing rapidly and the governmental procedure for the appointment of a consultant is a time-taking process. By the time they are ready with the panel of consultants, the technology changes and there is no use of those consultants.

There again, changes in technology and lack of clarity in specifications bring hurdles to the implementation of technology immediately. For example, Mumbai is proposed to be linked through 6000 surveillance cameras. At the time of deciding upon the specifications of the CCTV cameras, IT Dept and the user department (Police Dept) would give two different sets of opinions. Arriving on a unanimous decision takes a long time, and by the time it happens, the technology is replaced by a newer one in the market with an altogether different set of specifications. This is just one example as similar problems can be found with small and big projects around the country.

Zeck Liam, Director of Technologies, Asia Pacific & Japan, Akamai Technologies

Akamai brings ideas and strategies for big companies in terms of future technologies and provides e-services accordingly. Our role lies around the estimated web performance or application performance and web security. Web experience for situations like filing online taxes at the cutoff time can put huge pressure over server traffic and bring the entire system to a halt. Web security is also crucial, as by 2020, 30 billion devices would be on the Internet. There could be intensive cyber attacks from various devices connected through the Net. In such a scenario, Akamai, a global distributed platform for streaming and data sharing in 92 countries with 150,000 servers in 800 cities and 2000 networks, provides the largest cyber security network to ease such situations.

Sanjeev Gupta, Managing Director, Health and Public Services, Government Relations and Corporate Affairs, Accenture India

India is today transforming through the communication and telecom revolution, and this intensive technology penetration offers great job opportunities. A job created by technology offers three times greater opportunities to related services. The telecom potential can be measured from the fact that 200 million SMSs were used in the recently held Lok Sabha elections and they changed the seat calculations by 16 to 20 percent. However, in the interior areas of our country, services are still offered physically. But what is needed is an effective and efficient use of technology, so that a job, which would take 24 days if done physically, is accomplished within 24 hours using IT tools.

Shashank Thapliyal, Director Sales - Government Vertical, EnterpriseDB

Strategic application of knowledge and innovative use of available technology is required to provide governance services to all sections of the society. We can use technology for smart governance. The concept revolves around technology for facilitating better planning and decision making. Electronically-delivered citizen-centric services through Common Service Centres (CSCs) have worked well in the context of India. Mobile governance is also picking up fast. ICT has emerged as an important decentralisation agent. The road ahead is to create a participatory, transparent and collaborative environment enabling citizen-centric governance. EnterpriseDB deals in Postgress SQL, the most widely used open source database to cater to the open source database requirement of organisations.

K Mohammed Y Safirulla, Director, Kerala State Information Technology Mission, Government of Kerala

e-Governance is transforming services in the state and elsewhere. Now those are delivered through three important pillars: core data infrastructure, core set of services and common services. Core infrastructure consists of state date centers, SWAN (State Wide Area Network), National Knowledge Network, National Optical Fiber Network and their integration. It also includes core services centers like Akshaya, etc. The second includes eProcurement, eDistrict and other service delivery gateways, while the third pillar includes employee payrolls, e-mailing services and various citizen centric services from the government.

With e-Governance in implementation, the government departments do not need to think about where to update the data, how to design the services, etc. They just have to tell about their requirements, and the services would take care of their needs. For citizens, these initiatives offer

Rajib Ranjan, DGM, ICICI Bank Ltd, New Delhi

As India's leading private sector bank, we have partnerships with different PSUs and extending great cooperation to them in their various e-Governance programmes and schemes. The next step to look at is how ICICI bank and government move ahead in different sectors in e-Governance modules.

India is about 1.2 billion people and their aspirations. We wish to help them achieve aspirations of their life from the time of birth and through their entire life cycle — be it education, health or other services in the public domain, whether free or paid. We as a service provider help the industry process those payments and more importantly to reduce the overall cost of services.

Oleg Petrov, Senior Program Officer, Transport & ICT, World Bank

The World Bank has been a major partner of the Government of India in various government projects. In recent years, the landscape of public sector reforms has transformed through the introduction of e-Governance. The entire reforms activity centers around two transformations – data revolution and digital governance, respectively. The term data revolution was coined by the UN's high-level working group in the context of preparation of next round of millennium goals for sustainable development, which requires access to data and information in sectors like health and education.

The UN General Secretary is a great champion of the data revolution and has convened a high-level advisory group that has just published a report on the role of technology, the key enabler of this data revolution.

Participants stand for a session-end group photograph

P K Kunhalikutty, Hon'ble Minister of Industries and IT, Kerala visiting the expo booth of e-station

Hon'ble Minister visiting the stall of Canon

Hon'ble Minister at the stall of Vodafone

Ritu Masheshwari, Mission Director, National Skill Development Mission, UP interacting with delegates

Snapshots...

The collage presents the prevailing mood in and around The Leela at the time of eINDIA

The beauty of The Leela was a pleasant experience for all delegates attending eINDIA

Delegates networking at the gala dinner

The Kovalam beach provided receational moments to delegates

e-Governance: The State Perspective

Shyam Jagannathan, Commissioner, Consumer Welfare Department, Govt of Kerala

The Civil Supplies Department in Kerala touches every citizen in the state through its Public Distribution System (PDS) network. To make the PDS system more transparent and error free, e-Governance initiatives has been taken in the state to distribute ration through e-PDS.

The main objective of digitisation of the PDS network is to prevent pilferage of grains and cereals. The digitised system entails four steps — Infrastructural Digitisation, Supply Chain Management Regulation, FPS (Fair Price Shop) Automation and Grievances Redressal Forum. However, in achieving complete digitisation of PDS network in Kerala, database integration has emerged as major challenge with respect to seeding of the Aadhaar Card of entire population.

R Sreelekha, Additional Director General of Police & Transport Commissioner, Govt of Kerala

The Motor Vehicles Department (MVD) is the second-largest revenue earning department in the state, generating revenue to the tune of ₹3,000 crore annually. The MVD applications have been automated by NIC and named as SMART. Smart Move is the name of the package that is used for file management; Smart Touch has city-centric software; Smart Check-post is for 19 check-posts across the state; and Smart STA and Smart Trace are Android applications. Earlier, people used to move around RTO offices in Kerala for vehicle registration, driving licence and tax payments, but now they can do much of it from the comfort of their homes.

Mohammad Salu, Campaign Executive, Kerala State Information Technology Mission

Akshaya project is a proven successful ICT project in India, which was aimed at e-literacy. Every Akshaya centre has three to 10 computers. It is a successful PPP model which is implemented in Kerala. It provides all three types of services — G2C, G2B and G2G services, and lots of services are delivered to cities through Akshaya. One important project is enrolment of Aadhaar card. These centres also carry out work like updation of Aadhaar cards. There are 2,350 Akshaya centres in our network offering 23 e-District services online.

MS Padhi, Secretary, Food, Supplies & Consumer Welfare Department, Government of Odisha

The e-Admission application has been developed by the Higher Education Department in Odisha for making the process of school admission simpler and easier. This application as an e-Governance initiative has a small part of 'e' and a bigger part of administration. One such application majorly involving stakeholders in Odisha is admission process solution to carry out admissions in schools in a transparent manner. One can apply for admission in many colleges and get admission, but later one can shift to the school of our choice and requirement.

This application makes multiple college admission process simpler and easier. This citizen centric application process has revolutionised school admissions in Odisha in the past four to five years.

In the last academic session, 4,41,000 students applied for 1,400 junior colleges and three lakh applied for 702 degree colleges, respectively. The scheme has to be extended further for other facilities like e-Hostel etc., so as to bring transparency and efficiently in the functioning of Higher Education Department.

Abhishek Kumar, Nodal Officer & Head-IT, Government of Telengana

Electronic governance rightly reflects the young mind of the state with enough IT skills, investments and IT ambitions. The vision for the state's growth is to be drawn from the future of IT-enabled services. The Honourable Chief Minister of Telengana, Shri Kalvakuntla Chandrashekar Rao, has proposed e-Governance to begin at and from the villages in the form of Gram Swaraj.

Better governance at the panchyat level is the present way of functioning in Telengana. 'Mana Ooru Mana Pranalika' is e-Governance termed in local language that means my village, my style and my way of functioning.

As e-Governance percolates to the ground level, housewives will be able to learn and access household facilities like booking of gas, electricity bill payment and other such activities. Another major initiative is IT mass literacy, which will be the key solution to e-Governance model where initially in five district and five mandals, women, pensioners and elders of the villages will be provided training for handling IT devices like mobile, computer and banking kiosks, who will pass on the training to the next generation. They will be the mission bearers for e-Governance in Telengana.

Dr M Samsuddin, Executive Chairman & Director, Information Kerala Mission

The Information Kerala Mission (IKM) was one of the primary ICT initiatives undertaken in India towards e-Governance. IKM began in project mode and was carried out in a decentralised manner with distributed database and standalone software. With the passage of time, it led to m-Goverance and paperless panchayats in the state. Sixteen village panchayats in the state now have ISO certification. This is a great achievement with respect to computerisation going through the years in the state.

Sunil Mehta, DGM, ICICI Bank Ltd, Mumbai

In application of technology in its operations, ICICI Bank is in the forefront and provides a host of solutions for government offices, local bodies, PSUs, etc. One of ICICI's successful products is the e-Tendering software, in which the payment solution is integrated with e-Tendering software. The software is unique in a way that it enables payment not only by smart card or net banking but also through RTGS, NEFT and branch walk-ins. A bidder can walk straightaway into a bank branch and deposit his earnest money.

Delegates all ears to a speaker on Day-1 of the event

Financial Inclusion: Reaching the Last Mile

Ramesh Tenkil, Chief General Manager, NABARD, Kerala

As the coordinating agency for the Financial Inclusion Fund (FIF) and the Financial Inclusion Technology Fund (FITF), NABARD plays an active role in expanding the banking sector to rural India. We are making our best efforts to ensure the last mile connectivity. Since the nationalisation of commercial banks, several programmes have been initiated to make the unbanked financially inclusive. NABARD has pioneered the self-help groups (SHG) and bank linkages in pursuit of its mission of sustainable equitable growth. It has designed, developed and facilitated the SHG bank linkages in India since 1992 with the help of its partner banks, NGOs and government agencies. The SHG linkages and other micro-financing schemes of the NABARD have contributed immensely to the cause of FI in India.

Lalitha Raman, Zonal Manager -South, Bajaj Allianz General Insurance

One of the leading private general insurers in India, Bajaj Allianz General Insurance, since the start of its operations in India has been focused to digitisation. Financial inclusion and general insurance go hand-in-hand, and we look forward to digitising the dreams of India. As over 50 percent population of India lives in rural areas, we have joined hands with out banking partners to reach out to them. We have started promoting micro-insurance products in the rural and semi-urban areas of the country, which is getting a further boost through our Business Correspondents. Today, the Business Correspondents are selling personal accidental insurance and home insurance plans. Digitisation is making it increasingly easy to disseminate policy information and reach product brochures among the masses.

Gururaj Rao, Chief Information Officer, Mahindra Finance

As one of the leading micro-financing agencies in India, Mahindra Finance has a customer base of about 3 million people in rural and semi-urban areas, across approximately 90 percent districts in the country. However, offering services in rural and semi-urban areas is quite different from the urban centers and metros. Lack of power, absence of last mile connectivity and insufficient basic infrastructure are primary hurdles in offering services in rural areas. Moreover, a customer in rural area wishes to meet personally instead of talking over a faceless call centre. ICT solutions can be used to overcome those challenges and problems can be sorted out even at the grass-root levels. We offer services through 5,000 field staff and communicate with people in 13 local languages through IVR system.

U Ramesh Kumar, General Manager - Financial Inclusion, Canara Bank, Kerala

Financial Inclusion has been a buzzword in the banking domain for almost a decade now, but the last mile connectivity is crucial for its proper implementation. We have been making technological improvement for the people to get financial services in urban areas, but there is a need to ensure that FI percolates down to rural and semi-urban areas as well.

Apart from the brick and motor model, we have other models also wherein the branches have CBS facility, or Business Correspondents with hand-held machines enrich financial inclusion in rural India.

Kerala is a state, where every household has bank accounts. Going a step forward, the Canara Bank wants to make sure that every household as a second account as well, and the people at large have proper financial literacy.

Innovations & Initiatives in e-Governance

R Chandrashekhar, President, NASSCOM

All of us have seen the journey of e-Governance in India from different angles, different snapshots and different perspectives — be it from the perspective of particular state, particular ministry or a particular slice of time when we happened to associate with it. We have made considerable progress with respect to e-Governance but not significant enough; it is nowhere near in terms of what is needed and what people require and for that matter what the government has been aspiring for. The scale and speed, what the PM often mentions, is the next big challenge in e-Governance. We know many things are possible; we need not look just at the technology and solution but also the process for the deployment of technology.

R O Sunil Babu, Regional Passport Officer, Cochin

Passport Seva project was initiated with an aim to provide a citizen service with smile at his doorsteps. Passport Seva is a PPP project in collaboration with Tata Consultancy Services. People who have got their passports before 2010 and those who are getting them now can experience the huge difference in the improved system. With new passport delivery system, a person hardly requires more than 60 minutes in a passport office. With the new passport system, police verification is not necessary, as it is instructed to the Indian Postal Department officials to deliver the passport only at the postal address given on the envelope.

Rajesh Aggarwal,
Principal Secretary, IT,
Govt of Maharashtra

Entire Digital India platform is talking about new technologies, ease of access to broadband and wifi. The focus is more on the use of the Cloud first. All the major programmes are being centralised and put on the Cloud.

Every scheme and programme has to be digital first. I have published a paper on meeting the demand and supply gap by different methods and technologies. e-Tendering, first in -first out, lottery and merit are the methods through which selections are made in various government services. And the methods have been successfully implemented using mobile, Cloud and computerisation.

Dr Ashok Dalwai, Deputy Director General, UIDAI, Tech Centre, Bangalore

Aadhaar is not directly related to any application for e-Governance activities. A number of applications have been showcased as a platform to help and understand what is happening all around in the e-Governance sphere. But unlike other applications, Aadhaar provides a platform to make life hassle-free for the citizens. Today in India, the services are not obliged to be provided only by the government, as many services nowadays are offered by the private sector as well.

Aadhaar-enabled solutions provide ease to individuals to carry out businesses in simpler and easier manner. The ease of business, however, for both individuals and companies happens when services are effective and efficient, and that can be provided only by technology. Technology doesn't discriminate between people; it is always neutral. There is a critical need of neutral technology that doesn't discriminate between faces and is efficient and fast, and Aadhaar provides platform for such an environment.

Tripurari Sharan, Principal Secretary-IT, Government of Bihar

Recently, many steps have been taken to boost IT development in the state of Bihar, which was quite late in taking steps in the field of e-Governance, and yet, Bihar has been successful in inviting investments in the information technology sector to a great extent and we have also worked tirelessly towards it despite the handicaps faced by us.

There are many MIS projects and treasury-related services where e-Governance can be introduced, but the real challenge is to integrate them into one comprehensive unit and run alongside the Right to Service Platform. The focus is towards State Services Delivery Gateway. When fully functional, it will enable a citizen to get information about services from 52 departments through a single portal.

Shagufta Parveen, Chairperson, Jammu & Kashmir Services Selection Board

Natural, geographical, social and environment problems make Jammu and Kashmir different from the rest of India. In J&K, the government is the biggest job provider and we faced a great challenge of filling up 25,000 government posts lying vacant for many years. To counter this, we categorised the posts on educational basis and conducted examinations against the vacancies. The entire evaluation work was done on computers. From the next session, we would be inviting applications online and will provide an ID number to every candidate for getting the entire information online.

Manish Kumar, Head-Central Government, Wipro Infotech

During implementation of any project in India, we always get so much to learn from the surfacing problems, mainly on account of the huge diversity. At the end of the day, it is heartening to see that despite of all the diversity and differences, projects like Passport Seva Kendra sees the light of the day. However, in running these projects successfully, some best practices need to be adopted and it is necessary that those practices are documented and approved. For the successful implementation of projects like e-Governance, leaders, people in the government as well as those who implement them at the ground level need to be trained in best practices and standards.

Vivekanand Venugopal, Vice President & General Manager, Hitachi Data Systems

Hitachi's practice of focusing on the social and economic transformation in and through each of its projects is carried forward in the governance projects. We provide integrated power systems, transport systems, health equipment and integrated healthcare solutions, and have been doing this for many years. The question, however, remains whether the government will be able to use the data and information that is already there. In the last 12 months, we have helped government at the Centre as well as in states leverage on their e-Governance projects, through the managed use of data and information.

Nagendran Sundarajan, Executive Vice President, MertiTrac

The important component in a test is its development and delivery. For a test development, setting up a series of questions is not enough; test's validity and reliability is also important. The validity test is similar to a driving test where a person is judged by one's driving skills in addition to a written test. Technology helps construct a relevant test. Computer-based test delivery, which also brings simulation-based tests, is one of the methods used for selecting the right candidate.

Prashant Chaudhary, Sr Director, Sales - Government, CA Technologies

Application of economics is making a very relevant impact on the environment around us. If you look at the numbers, it is not office applications but applications for various government services that lead over others. In India, the Internet penetration is quite low, but mobile penetration is high, and therefore, the government is focussing on mobile governance in a big way. Applications are on mobile, Cloud and in data centres. Our role as a service provider is to ensure that all applications function properly and effectively.

m-Governance in the Era of Technologies for Governance

Satish Mittal, Senior VP- Technology, Vodafone Business Services

Mobile phone is a beautiful device that can do lot many things; what was originally developed for speaking is now used for so many different purposes like banking, accessing news, taking photos, etc. That is the power of mobile phone. It terms of numbers, there are 900 million mobile users an 250 million mobile Internet users in India — the number fixed line broadband is yet to could not reach.

There are more than 100 million Facebook users in India and that's a big number for a country which is considered non-Internet savvy. From Vodafone's perspective, mobile usage is quite impressive. We have a service called M-Pesa, which is about mobile money, and all the endpoints which M-Pesa has for giving mobile money services is more than all the combined bank branches in the country.

Power of mobile is unmatched. The shift from e-Governance to m-Governance is interesting one and rightly compliments the mobile journey. In 2006, Vodafone started doing certain things on Internet for e-Governance and today everything that was operable on Internet is now doable on M. e-Commerce has converted into m-Commerce; Facebook has moved from Internet to Mobile; and transactions are now done on mobile. Mobile can be used as a digital infrastructure for e-governance and financial inclusion, among others.

D P Wahlang, Commissioner & Secretary, Department of IT, Government of Meghalaya

Escalation of e-Governance to m-Governance is the need of the hour and it is not something to be experimented upon. The tele-density in Meghalaya is about 70 percent, but the real challenge lies in telephone connectivity. Mobile connectivity is okay but when it comes to lease lines—Optical Fibre Connectivity—the penetration is less than 15 to 20 percent in our state, but that is also the same place where an opportunity lies for m-Governance.

In Meghalaya, we have the intelligent advisory system for farmers that is anchored by the Agriculture Department in tandem with the IT Department. In this system, farmers send queries in the local language for prices of various commodities which are immediately responded to by the server controlled by people from the Agriculture Department. Through this system, farmers can get information on real-time prices from major markets like Guwahati, Siliguri, etc.

Rajesh Aggarwal, Principal Secretary, IT, Govt of Maharashtra

In a country where the number of mobile users exceeds that of desktop and latop users, the government, which talks about m-Governance, still has websites that are desktop oriented. The younger generation which spends a lot of time on mobile actually spends more time on text messages rather than voice calls. Through the above points, I think it is clear where the government needs to look into.

There are so many features of a mobile phone which can help in m-Governance. For example, a phone's camera can help in curbing traffic violations, waste mismanagement and damaged roads. One can simply click and upload on the government's website.

Akash Saxenaa, Director – Enterprise Business, Samsung India

Samsung's prime focus remains on Research and Development, and it invests majorly on it, as it is this investment that we come out with cutting-edge products on a regular basis. We develop solutions to cater to the government. For example, there was a network which the government had set up and they wanted to hook up the devices to that network without allowing other operators to intervene. We were able to make that change for them. But the most important part is that when we make changes in the software of the phone, we also ensure that the services and support are online.

PSUs: Drivers of Economic Development

Deepak Shrivastava, Chief Vigilance Officer, Mahanadi Coalfields Limited

Mahanadi Coalfields Limited has a total of 22 coal mines, of which 16 are opencast and six underground. As a Mini Ratna company, MCL has annual profit of Rs 5,000 crore. Our Vigilance Department, as part of risk management exercise, undertook the initiative to implement Coal Net programme over the entire 2,700 KM premises of MCL. Apart from the premises, the headquarters as well as other functional activities have been brought under the purview of Coal Net in order to bring transparency.

Another big area, contractual payment, has also been effectively regulated through Coal Net; each and every payment that has been made on Coal Net is available on MCL's website. Coal Net also ensures lifting of coal consignment on the first-come-first-serve basis to avoid any discrepancy in allocating coal to different customers.

A K Nigam, Managing Director, Forest Development Corporation of Maharashtra

The total forest area in Maharashtra is 61.49 lakh hectares and we are working on 3.67 lakh hectares. Our objective was to develop the low-value miscellaneous forest into high-value teak forest. As a general practice, we started with planting of trees and by 1974 we were incorporated as a Corporation under the Companies Act.

We used to work on three processes — tree felling, harvesting and then planting. But after the ban on tree felling in 1987, FDCM has started planting miscellaneous species of trees on waste land obtained from the Forest Department. The department has also undertaken World Bank-backed plantations as well as turnkey plantation projects on over 5.61 lakh hectares of land. The department has been able to generate asset value of ₹500 crore that has a market value of ₹3,500 crore.

Umakant Lal, Chief Vigilance Officer, Dedicated Freight Corridor Corporation of India Ltd

PSUs provide employment opportunities by generating employment, keeping people on deputation and absorbing them through deputation and mergers. According to an estimate, around two-thirds of employment in the Industrial sector is in the PSUs. Balanced regional development is one of the reasons for setting up PSUs in under-developed states. Next area is contribution to public exchequer. Many items that used to be imported earlier are now being exported and earning valuable foreign exchange.

Genesis of DFCCIL lies in the handling of the 500 million tonnes of extra traffic emerging on Indian Railways between 2001 and 2012. During the last 50 years, it was only 400 million tonnes. DFCCIL was formed to decongest railway routes by laying down dedicated tracks for connectivity between ports and mines. The estimated cost of this project is Rs 80,000 crore.

T N Neelakantan, Vice President (O&M) & Plant Head (Kochi), Petronet LNG

Energy is very important in keeping the growth engine running. So, Petronet LNG was established in 1997 by the government to quench the energy needs of the country through Liquefied Natural Gas (LNG).

The company was formed under the Public Private Partnership model, and as a 16-year-old company, we have operational capital of ₹12,000 crore and paid-up capital of ₹750 crore. Its 50 percent equity is held by four major Indian PSU companies and has 10 percent equity of French company, Gahni France. PLNG plays an important role in quenching the energy thirst of the country by serving up to 30 percent of the country's needs with LPG, the cleanest and greenest energy.

Smart Cities: Creating Safe & Smart Infrastructure

Ganga Kumar, MD, Bihar State Building Construction Corporation Ltd

When we talk about smart cities, we perceive the amalgamation of the links and activities required for sustainable growth, economic prosperity, optimum utilisation of resources, natural resource management, traffic management and several other factors. All this contributes to smart and seamless operations of a city. The infrastructural development, which is of utmost importance, needs careful observation.

Our department is working on some turnkey projects, which are based on the grilled building concept and several other factors that are directly and inclusively responsible for establishing smart cities. For the construction of any smart building, minimisation of cost, smart utilisation of space and resources, and sustainability and inclusive growth is called for.

For building projects that are over ₹50 crore, the green building concept has already been adopted, and some private players have been roped in. These buildings now need to be covered with effective and advanced communication and security system and structural health monitoring system.

Loknath Behera, Additional Director General, Kerala Police

Kerala Police has an intelligent transport system where we use ICT to the hilt. ICT has transformed the transport sector. Unlike in the past, now there is a smart card type driving licence similar to a credit card with some information embedded on it. It can be read on smart card reader. In Kerala, and some other states of India, the driving test is now done in a computer-aided in simulated environment. It better assesses an applicant's driving skills, thus, reducing chances of accidents on roads. The new Road Safety Act to be presented in parliament has provision as that there will be only state level DL licences, and for the inter-state level driving, one would have to seek approval from a central or federal agency. This is because a person living in a hilly area may not have suitable skills to drive in plains.

Tejaswi Naik, Municipal Commissioner, Bhopal Municipal Corporation

Smart cities concept is yet to arrive and crystallise. If the definition of smart cities is to get everybody on the digital bandwagon, then Bhopal as a city qualifies to be a smart city as ERP solutions are implemented in the municipal corporation. The steps of the Government of India with regard to digitalisation since the year 2000 has created a common platform of information, though we are still not able to completely leave behind the manual methods used since ages in the country.

Various successful projects in Bhopal like online building permission system, GPS-enabled bus services and soon to come Wifi connectivity project in Bhopal will help better address public grievances, and better manage sewage systems, garbage disposal, etc. A smart city cannot be built if the expectations of people are not met.

Ravi P Gupta, Head-IT Group, Delhi Integrated Multi-Modal Transit System Ltd

DIMTS has tried leveraging the information communication and telematics systems to provide end-to-end solutions for any particular projects with regard to smart transport. The smart transport project is all about advance systems like traffic monitoring device and parking detectors, along with smart congestion management systems. After smart application design and approvals, the next step is to analyse the data and deliver it to the consumer to help them make a decision. The Android App created by DIMTS called NextBus gives information regarding the estimated time of arrival of buses, route details, locations of bus stops, trip planner, tracking of buses on a route and more on a single click.

Avinash Mathur, AVP & Head-Marketing, Vodafone Business Services,

No doubt, smart cities will come as a result of partnership between private and public sector. More and more population around the globe is shifting around cities, and as the transition is taking place from the rural to urban areas, it is forecast that by 2050, nearly 75 percent of the world's population will be living in cities.

With growing population flocking to emerging as well as existing cities, there is a pressure on the resources and infrastructure of the cities, and therefore, smarter cities are the need of the hour. The Digital India initiative, in an expanding urbanisation scenario, seeks to fulfil citizen's expectations. It is one of the key points that will make our cities more mature and effective.

Vodafone made an innovative effort in mobile application in Germany. It helps people know about the available parking spaces through various machines at parking spots having SIM cards. The traffic monitoring devices available to citizens in the UK and the smart cards that will deduct toll from the prepaid account of a person in Dubai are some another examples of technology that explains how technology can transform the exiting cities into smart cities.

Madhukar Pandey, Inspector General, Maharashtra Police

CCTV is very useful in post-incident investigation, surveillance, securing evidence, vital installations' security and maintaining law and order in general. Mumbai Police has a traffic-oriented network of 105 cameras, which are used to monitor the city traffic in control rooms. Though we are using several other technologies like Cloud sourcing of data and citizen feedbacks, this camera network exists. Also, through an ongoing project of installing 5,000 cameras across the city, we are anticipating to control the crime rate in the city.

With the aid of NASSCOM, Mumbai Police has established a Social Media Lab, which basically analyses the posts in social media. e-Transport is a mechanism that helps us track registration, driving licences and other authentic details through a centralised database, basically operated by the RTOs in the city.

K V Ganeshbabu, Vice President, Gujarat International Finance Tec-City (GIFT)

This smart city project was christened as GIFT by former Chief Minister of Gujarat and current Prime Minister of India Narendra Modi as he wants to gift it to the nation. The financial and technological aspects of the project operate under the PPP model. Located on the outskirts of Gandhinagar and 12km away from Ahmedabad airport, GIFT is spread over 886 acres of land, with constructions covering an area of 62 million sqft, of which 67 percent will be commercial, 22 percent will be residential and 11 percent dedicated to social infrastructure.

Innovation in Govt Initiatives in Education & Healthcare

M S Shanmugham, Project Director, Tamil Nadu Health Systems

If healthcare system in India, especially medical technology, needs to reach the next level of performance, it has to be patient friendly. The Tamil Nadu Health System is a World Bank-funded project, primarily looking at some key areas like communicable diseases, mother and child healthcare, Healthcare Information Management Systems (HIMS), tribal health, integrated bio-medical waste management and general activities, to take healthcare to all in the state.

As an initiative to promote use of technology at the last mile and ensure data collection is faster and more accurate, we have given laptops to the village nurses, who have the responsibility to carry the data with them for surveys and to collect data at the household level in real time. This has eased the work process, facilitated speedier data flow and better management of projects.

John R Samuel, Managing Director – Health Vertical, Accenture India

We have seen that the vision of any public health organisation globally has a common goal to improve patient care, efficiency and safety while lowering healthcare costs. On the same lines, we explored the digital world for a smart and portable solution and have introduced a gadget called 'Digital Plaster'. This is a wireless device that continuously monitors vital signs and transmits the data in real time. It can provide early warning signs in case a patient's health deteriorates and thus save his life. It monitors temperature, pulse, heart rate, blood pressure and oxygen on its own without the need of a nurse by the bedside. Post discharge, the patients can connect with doctor from home itself. One can also have alerts for all parameters. This is innovation will change the way we do patient care, especially elderly care.

K P Noufel, Executive Director, IT@School, Govt of Kerala

IT@School is an initiative in Kerala which implements ICT in education. It has been implemented in 12,500 schools across Kerala and its aim is to provide necessary hardware in various schools. While maintaining the organisational structures of the highly trained teachers at IT@Kerala, the availability of digitally-collaborated textbooks and anytime, anywhere learning concept came in handy. A software called 'Sampoorna' helps the teachers collect data and analyse it. The IT@School tool has proved to be a great support system to the General Education Department of Kerala.

Dr C S Kumar, Secretary, Department of Employment, Technical Education & Training, Govt of Odisha

Education is one field where there are multi-stakeholders and where each stakeholder has his own expectation and aspiration. Students are at the centre, surrounded by teachers, parents and education administrators, civil society, and finally, the country at large. Whatever we do or whatever steps we take, it should satisfy the concerns of all the stakeholders.

S Chokalingam, Education Commissioner, Government of Maharashtra

'Shala Darpan' is an initiative taken up by the Government of Maharashtra to create a database of students and teachers. Benefits of this initiative will be easy tracking of growth chart of a particular student and analyse the areas he/she lacks in. Our children are ahead of us when it comes to use of technologies, so we should challenge them to learn rather than teaching them which would be an arduous task. The education of the future will have no schools, albeit there will be open schools and we should ask ourselves whether we are ready for it.

Ritu Maheshwari, Mission Director, Uttar Pradesh Skill Development Mission

We, in UP, are planning to train and employ over 25 lakh people in the next three years with an estimated budget of Rs 4,000 crore. India has a demographic dividend in terms of ready-for-work population. However, in some areas, there is a deficit of working population and in other areas, they are in abundance. There is also a huge unemployment issue among educated population as some are drop-outs and others semi-educated. There is also huge backlog of educated and skilled population adaptable to the need of manufacturing sector of the country. Similarly, there is a 50 percent skill gap and this mission is aimed towards matching that gap.

Special Consultation

World Development Report 2016: Internet for Development

Presented by **Oleg Petrov**, Senior Program Officer, Transport & ICT, World Bank and **Saki Kumagai**, Social Development Specialist, World Bank

"World Development Report 2016: Internet for Development" is similar to other major developmental reports being produced by a panel of economists and sector experts. The reports developed with such efforts go for global consultations and are presented in annual meetings of the World Bank in Washington in the month of October. We have done many reports on minor behavior, contact behavior, gender inequality, climate change, etc. It is for the first time that the World Bank has done any report on Internet, ICT or eGovernance.

There are certain focus areas of the report as to what is the impact of the Internet on the economic growth, social economic opportunity and efficiency of public delivery system, and that is the first big question. The second is how business people and government sector are impacted from the Internet. We generally discuss these two questions when we talk about ICT-enabled solutions and activities. Another important question is about policy reforms in complimentary sectors like Health, Education and Governance.

ICT is not just an enabler or tool; it is rather an environment, it is a dimension of our life, and if we don't use it appropriately, it is possible that we can miss about 90 percent of opportunities. It should, therefore, be fully explored.

The report should not be looked at with a backward approach. Although there shall be some lesson from the past, too much backward looking leads to losing opportunities and take development away from innovation. So, this report is being developed with the perspective of taking the best analysis from the past experiences versus the trances in the future. By the time the report will be published at the end of 2015, there will be very fast movement of technologies. Capacity building is another important factor to be initiated and kept into this report, especially, skill development of IT professionals those who are serving and play a pivotal role in developing ICT infrastructure across the globe.

Special Address

Shikha Uberoi, India No. 1 in Tennis, Asian Games Silver Medalist (Doha '06)

Sport for Development is a niche and growing sector in India, and I am very proud to be a leader giving back to sport, especially women's empowerment. I am often aligned with NGOs like Magic Bus and other non-profits to support their endeavour. Sport is powerful, interesting and unique for development that is often overlooked in our country where we reward and honour doctors and engineers more than a professional sportsperson. I have a personal experience that academics and sport people are not exclusive.

I did my graduation from Princeton University and I was good at academics as well. So, it is possible to have the best of both worlds — sports as well as academics. For me and my four sisters, sports has inculcated into us the values of discipline, hard work and confidence; an overall feeling of equality, in short.

What happens to a young girl, when she starts playing? She feels like accumulating social capital and intellectual capital, and goes on to strengthen the identity of her community and emerges as a leader in building her community into a bigger space.

It is interesting to draw a parallel between digital and sports space. As Internet derecognises and differentiates in the same manner as anyone in sports can come to play but only the best one emerges as a winner. Sometimes, I feel that I am in a crucial

period of time — when everyone is trying to build India, we are the pioneers as an entrepreneur who will lead the future. Through my company SDU Seva, I highlight social issues in TV, Print and Digital format, including mobile phones. It is 'M', mobile, where everything is happening these days.

Valedictory Address

R Chandrashekhar, President, NASSCOM

As the eINDIA 2014 moves towards conclusion, it is a good time to look back at the entire idea of Digital India. In fact, eINDIA and Digital India are different words to express the saame idea, though the difference lies in the fact that eINDIA continues to go well in line with e-Governance, while Digital India has to go a long way.

We are all in this event as either a part of technology enabler or a technology seeker, and are quite optimistic about the impact that Digital India will make in the coming times. However, people not a part of this gathering could be of different opinion and skeptical about the future of Digital India - whether it is a real vision or a pipedream! I, like many of the people present here, think it to be an idea whose time has actually arrived. What has given us this confidence is not the development occurring in the e-Governance space but the strength that we have in mobile space.

In last 10 years or so, we have observed that the number of mobile connections has reached from 100 million to a billion. We have not seen such kind of growth in this sector anywhere in the world except China. It is truly unprecedented in the history of any country that things are happening at such a fast pace and to such a magnitude, offering great opportunities. We also have an IT industry that commands around 52 percent of share in global outsourcing, has reach in 78 countries and enables 95 percent of Fortune 500 companies to remain competitive in the global market.

Another reason for the optimism here is the simultaneously occurring global evolution - whether it is social media or Cloud or some other technology. What we will see ahead is possibly a crowd-sourced tsunami.

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For RuPay Enablement of Kisan Credit Card Scheme

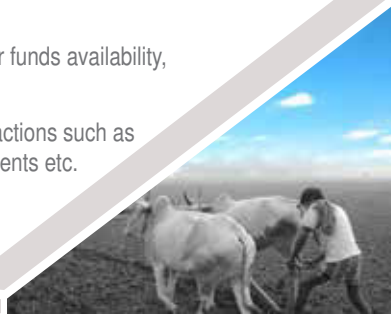
The last mile of the credit structure is outside the banking system and technology alone can bridge the gap.

VSoft's IT solution not only retains but also rejuvenates the time-honoured preeminence of PACS as trusted service providers to millions of small and marginal farmers. It achieves this well within the boundaries of the long-established banking regulations. In short, it effectively resolves the long-running conundrum of exclusive regulatory compulsions and inclusive welfare goals.

The Kisan Credit Card (KCC) Scheme introduced in 1998, and revised in 2012, was conceived as a single window for all agricultural loans, with flexible drawals and repayments, focusing on seasonal needs of farmers. However, this meticulously designed credit delivery scheme requires technology intervention to augment and extend the scheme's vision. The deepening of technology in banking through the use of Core Banking Solution (CBS) has been extended to Cooperative Banks. The positioning of the National Financial Switch (NFS) and the unveiling of the RuPay Card has thrown up a world of opportunities.

How VSoft's Kisan Loan System Helps Farmers

- The digitized loan origination system will speed up loan application and approval thereby speeding up loan availability for the farmer.
- With Rupay enabled card, farmers can get loan funds anytime and anywhere.
- Farmers get a lot of flexibility in terms of withdrawing any amount and any number of times within his eligible limits and therefore does not have to withdraw more than his immediate needs.
- As farmers draw in small amounts and repay as per their funds availability, their interest burden will be significantly reduced.
- Farmers can receive SMS-based alerts of various transactions such as available balance, disbursements, reminders for repayments etc.



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INITIATIVES that BECAME EXAMPLES

Good efforts need to be recognised and appreciated, so that others also feel enthused and encouraged to strive for similar accomplishments. With digitisation pervading almost every sphere of our life, numerous experiments are being done in fields like governance, financial sector, education, health services delivery and what not! At eINDIA 2014 Summit, held in Kovalam, Kerala, Elets Technomedia Pvt Ltd awarded some of such successful initiatives. Here are the glimpses of the awards ceremony:

Ganga Kumar, MD, Bihar State Building Construction Corporation Ltd, got award for 'Project Management Information System of his organisation in G2B Project of the Year segment.

'Financial Inclusion through Business Innovation' project of the Canara Bank bagged award under Financial Inclusion through Business Innovation segment. U Rakesh Kumar, GM-Financial Inclusion, Canara Bank, received the award.

Neelam Sambasiva Rao, General Manager of Coastal Local Area Bank Ltd, received award under Financial Inclusion through Business Innovation segment for their 'Coastal Joint Liability Group Loans' initiative.

Ms Zoya Brar, MD of CORE Diagnostics, received award for 'Use of Digital Pathology to Bring Right Diagnosis, By Right Expert at Right Time' initiative under Innovative Use of Technology by a Diagnostic Service Provider category.

'Pooch-O Mobile Transit App' initiative of the Delhi Integrated Multi Modal Transit System Ltd was awarded under ICT Implementation in Transportation category. Ravi Prakash Gupta, Head-IT at DMITS, received the award.

Under G2G Project of the Year segment, Directorate of Information Technology, Govt of Maharashtra's 'Government Resolution Mobile App' was awarded. Rajesh Aggarwal, Principal Secretary-IT, Maharashtra received the award.

Nagendra Singhal, SeMT, UP receives award for 'e-Setu' project of the Department of Information Technology, Uttar Pradesh, under Capacity Building category.

Under G2C Project category, 'Integration of Kaveri with E-Swathu' project of the Dept of Stamps and Registration, Karnataka cornered an award. H G Suresh, Sub Registrar, Kolar Gold Fields, Bangarpet, received the award.

In G2B Project of the Year segment, 'e-Government Procurement' project of the Kerala State IT Mission was awarded. Murali Krishnan, Program Implementation Officer - e-Procurement of KSITM, received the award.

Delegates attending the eINDIA awards ceremony

Ms M Kasthuri, Scientist-E and Technical Director, National Informatics Centre, Thiruvananthapuram, received award for 'RealCraft' project of the organisation under G2G Project of the Year category.

Delegates having a dinner at the beach side of The Leela, Kovalam, Kerala

Pramod Marotrao Dumre, Dy Commissioner of Sales Tax, Maharashtra, was presented award for 'Computerised Desk Audit – Enabling Direct Website Compliance by Dealers for Closure of Audit Issues' project of EIU of the local Sales Tax Department in G2C Project of the Year segment.

V Ranganath, Regional PF Commissioner-I (Information Systems), received award for EPF Organisation's 'Universal Account Number Programme' initiative in Financial Services Institution of the Year segment.

Madhusudan Padhi, Secretary, Food Supplies and Consumer Welfare Dept, Odisha, received award for 'Mobile Governance in Paddy Procurement in Odisha' project of the dept under G2G Project of the Year category.

'City Command and Control Center' initiative of the Gujarat International Finance Tec City Ltd (GIFT) was recognised with an award under Innovative Solutions for Smart Cities category. Nilesh Kumar Purey, VP (IT and Communication), GIFT, received the award.

Manoj Oza, Deputy Secretary with GIL, received award for 'Khel Mahakumbh' initiative of the organisation under Innovation in Governance category.

The Government of Goa was honoured with an award in Implementation of ICT in Panchayats segment.

Ms Apoorva S K receives award for 'e-Timber' project of ICT Center, Karnataka Forest Department, under the Cloud Services Initiatives category.

In Capacity Building segment, Shagufta Parveen, Chairperson of the J&K SSB, received award for 'Enhancing Overall Capacity of the State of Jammu and Kashmir through Effective Recruitment Programme' project.

Sabrish K, Head-Information Systems Division, Kerala State Council for Science Technology and Engineering, was presented award for 'SciGate-Kerala -Scientific Gateway' initiative of his organisation in Innovative Project in School Education segment.

Under e-Procurement – Online Auto Refund of Earnest Money Deposits to Unsuccessful Bidders category, Mahanadi Coalfields Limited's 'Vigilance Secretariat' initiative cornered the award. CVO of the organisation, Deepak Shrivastava, received the award.

S B Singh, DDG at NIC-DeitY, Ministry of Communications and Information Technology, Government of India, received award for the organisation's 'Mobility Platform Services' initiative in G2C Project of the Year segment.

'Mobile App for Physical Verification of Business Premise - Commercial Tax Department, Uttarakhand' project of the National Informatics Centre, Uttarakhand was awarded under Enterprise Mobility Solution Provider category.

'RTE Online Portal' initiative of the National Informatics Centre, Jaipur was awarded under Enterprise Resource Planning category. Vinod Kumar Jain, Principal Systems Analyst with the organisation, received the award.

In G2C Project of the Year category, 'e-Mausam - Weather Forecasting and Agro Advisory' project of the National Informatics Centre, Hisar was awarded. Rahul Jain, Scientist-D at NIC, Haryana received the award.

MMRDA, Mumbai cornered an award in G2B segment for its 'e-Tendering Solution' project. Shankar Deshpande, JPD of MMRDA, received the award.

Under Innovative Use of ICT in Health by a Government Department category, 'Drug Supply Chain Management and Inventory Monitoring' of the National Informatics Centre, Haryana bagged an award.

In G2C Project of the Year segment, 'eTaal' initiative of the National Informatics Centre, New Delhi was recognised with an award. I P S Sethi, Senior Technical Director of the organisation, received the award.

'e-Nijukti' project of the Odisha State Employment Mission, NIC was awarded under G2C category. Dr Chandra Sekhar Kumar, Commissioner-Cum-Secretary - Employment, Tech. Edu. and Training Dept received the award.

P Priytarshny, Director, Dept of Civil Supplies & Consumer Affairs, Puducherry, received award for 'Supply Chain Mgmt. Using Smartcards for Public Distribution System' project on behalf of the NIC, Puducherry, in Innovation in Governance.

Kernold Basaiawmoit, Scientist-B, NIC, Shillong, received award for 'ICAR Experts SMS Services to Farmers' project of the body under G2C category.

In G2C Project of the Year segment, 'Electronic Public Distribution System – ePDS for the Department of Civil Supplies' initiative of the National Informatics Centre, Telangana was recognised with award.

'e-Governance and Digital Literacy' initiative of NIELIT, New Delhi was recognised with an award under Capacity Building category. NIELIT Director Dr M P Pillai received the award.

Rahul Mathur, CEO, Odisha e-Governance Services Ltd, received award under G2C category, for his organisation's 'Odisha Online Portal' initiative.

Under Innovation in Governance category, 'eSahakar: Cooperative Society Management System' project of the Dept of Cooperation Marketing & Textiles, Govt of Maharashtra was awarded. Rajesh Aggarwal, Principal Secretary-IT, Maharashtra received the award on behalf of the organisation.

'MyCity – Mera Shahar Meri Dekh Rekh Me' initiative of the Kanpur Nagar District Administration was awarded under G2C Project of the Year category.

Ranjit Deshmukh, Programme Officer, Rashtriya Madhyamik Shiksha Abhiyan, Maharashtra, received award for its initiative 'Increasing Learning Outcomes through Use of Multiple Intelligences & ICT' in Innovative Project in School Education segment.

VC of the Rajiv Gandhi University of Knowledge Technologies, Prof R V Raja Kumar, received award for 'An ICT Based Hybrid/ Blended Pedagogical System of RGUKT' project in Innovative Project in Higher Education segment.

Dr. Ajith Joy, MD of SRL Limited, received award in Innovative Use of Technology by a Diagnostic Service Provider category for 'Development of Diagnostic Assays Using Advanced Molecular Technology' project of the company.

'PALASH HIMS' project of PALASH Healthcare Systems was awarded under HIS and HMIS Provider of the Year category. Dinesh Samudra, Founder CEO of the organisation, received the award.

Narendra Kumar, Director of Orion India Systems Pvt Ltd, received award under Testing and Assessment Tool Provider category for their 'Orion LICR Solution' project.

In Financial Inclusion Initiative category, State Level Bankers' Committee (SLBC), Kerala received an award.

Under Sankalp – Capacity Building through Innovation and Automation category, Petronet LNG was honoured with an award.

Under Innovative Use of ICT in Health by a Government Department category, M S Shanmugam, Project Director, Tamil Nadu Health System, received award for 'Health Management Information System' of his organisation.

In Digital Lab Provider segment, Dr Haresh Tank, Director, Station e-Language Labs, received award for the organisation's 'Station-e Digital Lab Provider' project.

Dr Ashok Dalwai, Deputy Director General of the Unique Identification Authority of India, received award under G2C Project of the Year category for 'Generation of Unique Identification Numbers for All Residents of the Country' project.

R Kandasamy, DGM-DIT, Union Bank of India, received award for 'Technology Initiatives for Financial Inclusion' project in Financial Inclusion Through Business Innovation segment.

eINDIA 2014 Award winners posing for group photograph

Tejaswi S Naik, Commissioner, Bhopal Municipal Corporation, received award on behalf of the Urban Development and Environment Dept, Govt of Madhya Pradesh, for its 'e-Inclusive Urban Planning & Implementation in Madhya Pradesh' project under Innovative Solutions for Smart Cities category.

For 'e-Waste Management (Collection & Recycling process of Electronic and Electrical waste Products)' initiative of the Vadodara Municipal Corporation, Manish S Bhatt, IT Director of the civic body, was presented an award under G2C Project of the Year category.

Metilda Jose was presented award for 'Cost Effective & Innovative Use of ICT for Improving Patient Care, Transparency & Accountability' initiative of the All India Institute of Medical Sciences in Innovative Use of Technology by a Hospital segment.

Charanjit Kaur Nanda, Mayor & S P Kambale, Assistant Director, Town Planning of Amravati Municipal Corporation received award for 'AutoDCR® for Amravati Municipal Corporation' project under Innovative Solutions for Smart Cities category.

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IN TUNE WITH CLIENT NEEDS

UAE Exchange has the requisite expertise to make the society financially literate, and our dedicated team of staff makes sure that they are in sync with the customer needs, says V George Antony, MD & Country Head, UAE Exchange, in an interview with ENN

Tell us about the services offered by UAE Exchange in India and globally.

UAE Exchange in India is a market leader in financial services. We have a gamut of various products and services that we provide in India and the world over. Our various services include domestic money transfer, money exchange, travel and tours, loans, prepaid cards and insurance. On a worldwide basis, we also provide services, such as international money transfer and foreign exchange.

Financial inclusion is the buzzword in India today. How do your services relate with it?

Being a Non-Banking Financial Company (NBFC), we have always considered financial inclusion as the perfect way to make the whole society financially literate. We provide loans to customers, who reside in remote areas where there are no banks, and credit profiles are slightly risky. Providing financial services to such customers also aids to financial inclusion. mCommerce is one of the most promising and innovative developments that have taken place in the recent years. Our company offers prepaid instruments that can be availed using mobile phones.

How do you think IT can help expand your services in the country?

Our IT team is fully equipped with the latest technologies for providing quality services to our customers. It also bridges the gap between us and customers. In this digital era, where technology is inevitable in almost all spheres of life, we are extending our physical as well as digital hands towards our customers to offer the best possible financial solutions.

Our IT team has developed mobile/tablet-based application for our customers. Our agents and staff play a pivotal role in expanding our reach and services across the country.

Tell us about your initiatives taken on the technology front.

Technology is our backbone, and we are ready to extend the support to our IT team by implementing the latest in the server and technology. We have initiated a server migration to one of the latest Hitachi storage, Sun servers. We have started rolling out the latest version of DB software for Sybase, and we are now embracing Spring framework. Though implementing changes in technology is not an easy task, we are taking quick and right decisions at the right time with the help of right people.

What are some of the biggest challenges for you when it comes to IT?

One of the main challenges that our IT department faces is the continuous upgrading of technology and availability of human resources well-versed with the latest technology.

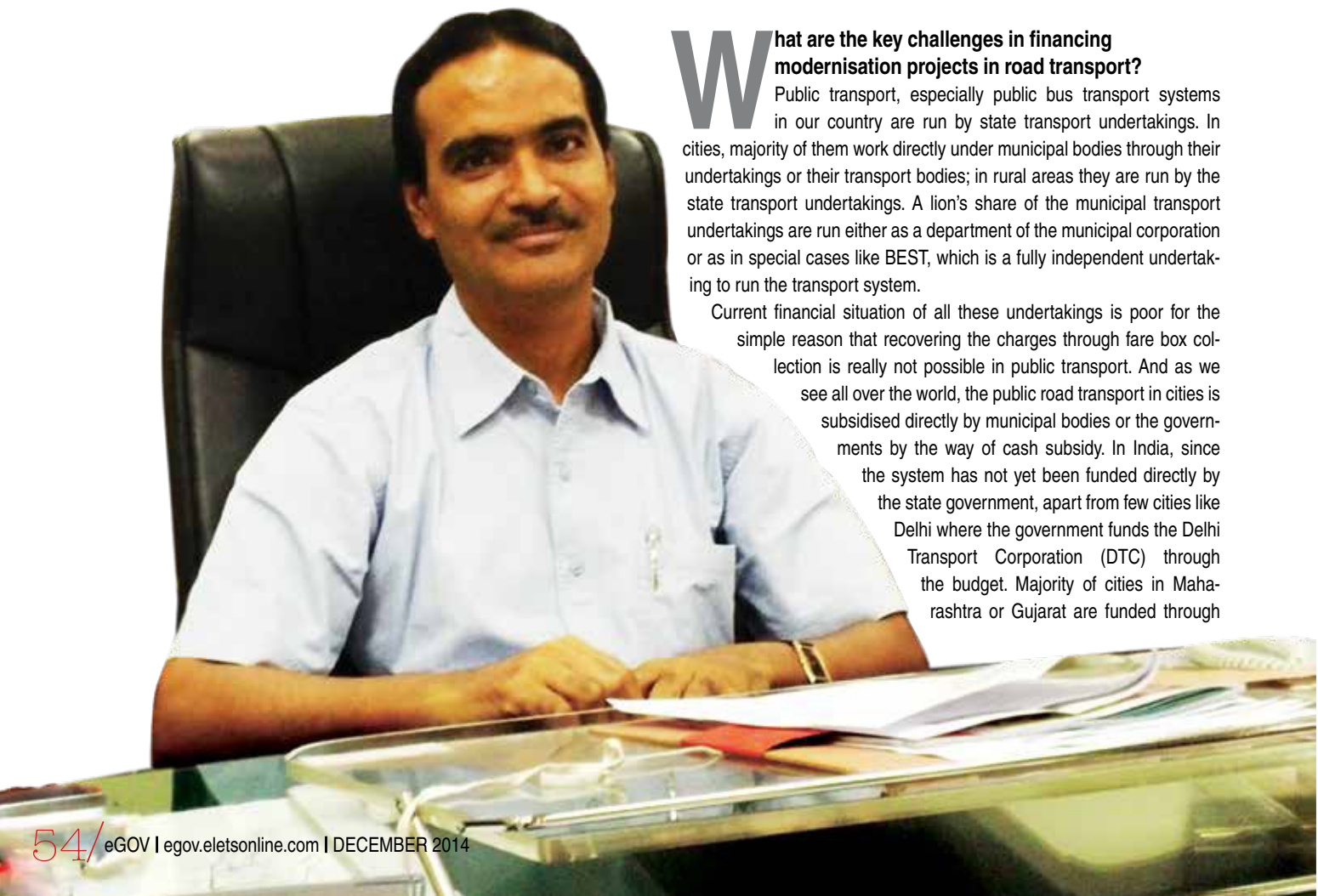
Financial services sector is subjected to numerous regulatory norms. How do your solutions help address these issues?

Being in the industry of financial services, we are subjected to many regulatory norms. As the company has over 350 branches at different geographical locations, we heavily depend on IT for compliances. Even a one-minute delay can cause issues, and we may have to face non-compliance of various regulatory norms.

To address the inherent complexities, our ISO 27001:2005 certified IT department has people who are good in analysis, design, coding and testing, and once a new regulatory norm is introduced, they do the changes in the system. Once tested we are sure that we are working within the radar of stipulations put forward by the regulatory authorities.

CONVERGENCE NECESSITY in EVERY CITY

The success of any smart transport initiative lies in their adoption and usage by the citizens, says O P Gupta, General Manager, Brihanmumbai Electricity Supply and Transport Undertaking (BEST) in conversation with *Sneha Mejari* of ENN



What are the key challenges in financing modernisation projects in road transport?

Public transport, especially public bus transport systems in our country are run by state transport undertakings. In cities, majority of them work directly under municipal bodies through their undertakings or their transport bodies; in rural areas they are run by the state transport undertakings. A lion's share of the municipal transport undertakings are run either as a department of the municipal corporation or as in special cases like BEST, which is a fully independent undertaking to run the transport system.

Current financial situation of all these undertakings is poor for the simple reason that recovering the charges through fare box collection is really not possible in public transport. And as we see all over the world, the public road transport in cities is subsidised directly by municipal bodies or the governments by the way of cash subsidy. In India, since the system has not yet been funded directly by the state government, apart from few cities like Delhi where the government funds the Delhi Transport Corporation (DTC) through the budget. Majority of cities in Maharashtra or Gujarat are funded through

municipal budget. And this leads to severe limitations in the finances, as the municipal budget in not enough to really upgrade the transport infrastructures or introduce modern buses, modern technology, street furniture, ICT and even fall short for providing basic passenger amenities.

Will bringing FDI in road transport be a solution for upgrading it?

Foreign Direct Investment (FDI) is a boon for ailing city transport bodies. FDI in terms of soft loan to the corporation or in terms of municipal transport bonds can provide the necessary finances to upgrade the transport systems. Once the systems are upgraded to a level where the people are incentivised to leave their private transport and use public transports for their day-to-day commute, then the fare box collections in India can really sustain it. However, the issue is that the higher income group does not travel in public transport; they use private transport which is much more costly. So even today, they are spending much more money on commuting than they would in case we have good efficient public transport.

Is there a willingness to pay for good public transport services amongst citizens?

Mumbai metro is an example which can play as a curtain raiser to prove that if you provide good transport systems, then people will be willing to pay for it. Bus transports will have to have a similar standard of the mass transit systems which are coming now in most of the cities in India. This will ensure seamless connectivity in a comfortable mode of transport. It will be better for road congestion and traffic on road.

So, once the minimum level of services and infrastructures is reached public transport will be self-sufficient through fare box collection. Till that time we need real subsidies from the government to reach that level or we need FDI.

Will bringing FDI in transport be problematic according to you?

I don't see any problem but the real policy decision has to be taken by the central government and state government. Once the decision is taken on the higher level, then the implementation factor becomes easy. FDI can be in the form of direct cash or equipment, because the buses that we have in India for public transport are lacking in quality, or the infrastructure support. So, the money coming through FDI, once the policy decision is made at the highest level, should not be a problem at all.

What do you think can be the future of the local transport?

Indian cities are at a very important juncture today. If you look at growth of cities world over, almost every city has gone through this stage which we are going today. The International Association of Public Transport (UITP) has come up with reports which suggest that where ever the governments are putting infrastructures on development of efficient public transport, the city growth is much better and the cities are much smarter.

The government is taking measures like congestion charges or putting restriction on number of cars in area or vehicle free zones. We are in a situation today where private vehicle ownership is very low. Lot of people are more inclined to use public transport if available. For example, in Mumbai city, 80 percent of people use public transport. These numbers used to be higher a few years back. But, if we leverage these numbers to provide the infrastructures and use our public transport network to discourage private transport inside the cities, then our cities can grow in much more smarter ways than other cities which have grown in previous years.

In terms of policy we are at a very critical juncture and the Government of India has really understood and emphasised this aspect and therefore the national urban transport policy actually talks about it. Today, the real need is to put national urban transport policy in practices and implement it in full force.

The International Association of Public Transport (UITP) has come up with reports which suggest that whereever the governments are putting infrastructures on development of efficient public transport, the city growth is much better and the cities are much smarter

Please share your views on transformation of transport under smart cities programme?

Convergence of public transport is the first step to develop the city. World over multiple mode of transports are always integrated through such places. In cities like Hong Kong, London etc, all the modes of transport converge at a given point in the cities. And therefore we are using the world smart station; the convergence is the first step. In fact this exists in Mumbai to a great extent. We have failed to capitalise on these things and had not been able to implement them totally. Modern city planners have to keep in mind the basic needs of city with the modern technology and infrastructures. Smart cities project will push for smart and intelligent transportation systems in India.

E-POWERING FINANCIAL SECTOR

The Digital India vision is a timely intervention in the banking sector where technology can be used as a key catalyst for financial empowerment of masses, says Murthy Veeraghanta, Chairman & CEO, VSoft Technologies Pvt Ltd, in an interaction with ENN

Tell us something about VSoft Technologies Pvt Ltd and its operations in India.

Incorporated in 2004 as the Indian arm of the Atlanta based VSoft Corporation, VSoft Technologies Pvt Ltd caters to the Indian banking and financial institutions sector with technology products and platform-based BPO services in the core banking and payments domain. Over the last decade, the organisation has built a reputation for robust and scalable products with comprehensive features enabling its clients the flexibility to work with various deployment models and IT platforms.

VSoft Technologies' platform-based BPO is one of the largest outsourced cheque processing services provider in the country, with a client portfolio inclusive of major public sector, private sector and co-operative banks. VSoft's key value propositions are greater flexibility to respond to changing business and regulatory needs, enhanced speed to market products and services and cost-effective innovation to compete with greater rigour. We have established our comprehensive products and services portfolio in less than a decade of the organisation's existence in India. Certified ISO 9001:2008 and CMMI (Level 3), the 1000+ team at VSoft ensures that all products adhere to international standards.

VSoft is a leading provider of banking and payment solutions to financial institutions. What are the company's most-sought-after services and products?

VSoft is one of the few financial technology providers that offers true image-based cheque and payment processing solutions on a unified platform, eDesk. We also offer IRIS, a robust web-based core banking system designed for co-op banking sector. Our Centrum NACH system for next-generation electronic payments is being adopted by many banks in India. We are also building a one-of-a-kind Cloud-based, RuPay-Enabled Kisan Loan System that can revolutionise credit delivery and recovery for millions of farmers in India. VSoft's other next generation products include Iris Omni Channel Banking solution – a single platform for multi-channel banking, like Mobile/Internet and kiosk banking, powerful and flexible platform PACS, to the user-friendly software to digitise and automate daily operations of PACS.

Do you see any role for yourself in the Modi Government's ambitious 'Digital India' programme?

PM Narendra Modi's Digital India vision is a much-needed and timely intervention in the banking sector where technology can be used as a key catalyst for financial/economic empowerment of masses. Pamela Flaherty of Citi Foundation points out, "Financial inclusion is not only about a social imperative... By stimulating formal economic activity, financial inclusion makes sound business sense." Taking cue, VSoft is offering a host of next-generation technology solutions for the co-operative and rural banking sector in the country. Our Kisan Loan System is capable of extending the benefits of the RuPay Card to millions of

small and marginal farmers. Our PACS Automation System can enable Primary Agricultural Credit Societies to better service the financial needs of large rural populations. Our Shared ATM Switch and Omni-Channel Banking services will enable co-operatives to offer convenient self-service channels to their members.

VSoft's clientele list has a number of co-operative banks and financial institutions. How do you connect it with your business strategy?

VSoft is building a host of next-generation technology solutions for the co-operative financial sector in the country. Our Kisan Loan System is capable of extending the benefits of the RuPay Card to millions of small and marginal farmers. Our PACS Automation System can enable Primary Agricultural Credit Societies to better service the financial needs of large rural populations. Our Shared ATM Switch and Omni-Channel Banking services will enable co-operatives to offer convenient self-service channels to their members. There can be no doubt that the co-operatives have a big role to play in achieving the ambitious financial inclusion goals of the government. In serving over 130 co-operative financial institutions in the country and by offering next-generation banking services to them, we are humbled and excited to be valuable partners.

As a global business player, do you think the environment is conducive in India for smooth business operations?

The business environment in India has become very conducive and there are signs that it will get better in the days to come. We understand that governments have to work towards achieving the right balance in being a market economy and a welfare state. The present government - backed up by a historic mandate and headed by a team of leaders, who have proven track record of development-centred governance - holds a lot of promise. The fact that the investment environment has seen a significant upswing in the recent days is a testimony to how the business environment is getting better with each passing day.

> VSoft's key value propositions are greater flexibility to respond to changing business and regulatory needs, enhanced speed to market products and services and cost-effective innovation to compete with greater rigour

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Dr ROSHAN JACOB

CIVIC SERVICES GET FB PUSH

Kanpur city administration is successfully using social media platform as a public interface to address people's complaints relating to civic amenities, explains Dr Roshan Jacob, District Magistrate, Kanpur

People have to roam around government departments to get even small problems resolved. As solutions need coordinated response from multiple departments, they get stuck in the system gaps

MyCity is a Government to Citizen (G2C) project that tries to use social media platform like Facebook to address the grievances of the average urban citizen in the city of Kanpur. Although now-a-days governments spend a lot of money towards improvement of civic amenities in cities, there is no public interface available to citizens to report any inconvenience caused to them or provide constructive feedback about those amenities with an appropriate reply-back mechanism.

Many a time, a complainant has to unnecessarily roam around departments to get small problems like uncollected garbage, a dug-up road, a broken power line or a choked sewer resolved. As the solutions to his problems require coordinated response from multiple departments, the citizen gets stuck in the system gaps.

Under MyCity, six major segments have been identified, viz. sanitation and garbage disposal, electricity, streetlights, water supply and sewerage, and traffic and roads, where for every sector a designated nodal officer responds from the concerned department's Facebook ID to the queries posed by the citizens of his area.

The citizen can post his complaint or suggestion on any of the sectors' specific pages, along with supporting photographs, under MyCity page, URL for which is www.facebook.com/mycitykanpur.up. It is the nodal officer's responsibility to respond on Facebook and ensure timely redressal of the complaint. The district administration acts as a moderator and takes note of issues which are not resolved within the given time period. Thus, the system helps in identifying/resolving the real time needs of the people.

Apart from grievance redressal, MyCity also carries an updated database of around 300 ongoing water supply and sewer works under the JNNURM, along with onsite photographs. The data is updated weekly by a junior engineer. A local resident can any time contest the department's update on the Facebook page with his own version through a true picture of the work happening in his locality. This enables a participatory project evaluation.

In Kanpur, MyCity has become a live connect between the public, government agencies and the district administration. It allows real time public auditing of works under execution and ensures public participation in town planning. That way, the concept works in the true spirit of Mera Shahar Mere Dekh Rekh Mein! (My City Under my supervision!). egov

S.No.	Page/ Sector Name	Department	Nodal Officer
1	Sanitation & Garbage Disposal	Kanpur Nagar Nigam	Nagar Swasthya Adhikari
2	Electricity	K.E.S.Co.	M.D.
3	Streetlights	Kanpur Nagar Nigam	Chief Engineer streetlights
4	Water Supply & Sewerage	Kanpur Jal Sansthan	General Manager
5	Traffic	Traffic Police Kanpur	S.P.(Traffic)
6	Roads Construction	Kanpur Nagar Nigam & P.W.D.	Chief Engr./E.E.

NAGENDRAN SUNDERAJAN

Recruitment tests have long focussed on the efficiency of the candidate in passing it, whereas, the focus should be on the application of knowledge rather than its possession, analyses Nagendran Sunderajan, Executive Vice President, Solutions & Business Development, MeritTrac

3Ds OF GOOD RECRUITMENT TEST

e-Governance has changed the way the government extends services to citizens. The emphasis on providing more services to stakeholders has resulted in the need to expand resources, most important among them being Human Resources. Government recruitments have always been top priority in the agenda for job seekers, and hence recruitment tests have been of very high stakes.

The need to maintain fairness, security, transparency and inclusivity has emerged as key priorities that define the quality of a test. Attention to scientific principles of testing - its Design, Development and Delivery - is must for achieving these key priorities. While we have seen millions of tests being administered in India, a large number of these tests do not follow the key principles and hence fall prey to legal and reputational hassles.

Test Design and its development are important facets of any test. But many tests do not pay attention to key attributes – its reliability and validity. A large number of recruitment tests are good to assess the knowledge of candidates while it should actually measure their ability to apply that knowledge. The reason is that the tests are not built to measure basic competencies that are desired in the candidate to perform well in a job that he or she will fill. Use of academic qualification tests for recruitment in leading PSUs or government departments is a clear example of this. Tests that are not reliable or valid do not give a fair chance to candidates to perform and qualify the recruitment test, though they might deserve the job, thus compromising on the principle of fairness.

Delivery of test has taken a lot of prominence in recruitment decisions of government bodies. The number of candidates appearing for tests and its spread has made test administration a complex activity. The increasing cases of exam fraud and the legal implications arising from RTI queries have added a new dimension to this complexity.

Recruitment bodies today have the option to choose from various delivery models – each that offer different benefits. Paper-based exams continue to be the most common form of recruitment tests today. The role of technology in a paper-based exam has increased manifold over the years. Use of technology in specific functions – application processing, candidate authentication and result processing – has made paper-based exams offer greater accuracy and speed. Moreover, the ability to administer paper-based exams almost anywhere in the country makes it highly inclusive. Computer-based exam is yet another trend that is capturing the attention of decision makers for obvious benefits it offers – security, transparency and speed. While the possibility of administering these forms of exams are proven, decision makers should take the right decision keeping the stakes - job role, test taker, key priorities – in mind.

Good exam is not just an e-Governance project. It is the right blend of scientific testing, leveraging right technology and stress on flawless delivery. The emphasis on 3Ds – Design, Development and Delivery – are quintessential attributes in offering fairness, security and transparency in exams while still making it inclusive.

MAHA-ENABLER of ONLINE SERVICES

MahaOnline has proved a shot-in-the-arm for citizen services delivery mechanism in Maharashtra. Despite initial hiccups, the initiative has been of immense help in overall digitisation exercise in the state, says Prasad Kolte, CEO, MahaOnline in conversation with *Poulami Chakraborty* of ENN

MahaOnline is an ambitious IT venture of the Government of Maharashtra. How successful has it been towards achieving its goals?

MahaOnline is a joint venture between the Government of Maharashtra and the country's premium IT company, Tata Consultancy Services (TCS). The idea behind partnering with TCS is to adopt and leverage their best practices with regard to the various IT projects they are currently working on across the globe. This will help in efficient digitsation and effective implementation of eGovernance in the state.

> MahaOnline has emerged as a platform for IT implementation not only for the Government of Maharashtra but also for several universities and central government offices in Mumbai and elsewhere, which are involved in IT projects

Founded in 2010, MahaOnline was meant to enforce total digitisation in Maharashtra. In the last four years, we have implemented lots of eGovernance-related initiatives like eOffice portal. Besides, several small websites and small applications in the government setup have been initiated. Initiatives like Common Service Centers or EPRI projects — which we refer to as Sangram — eChallan or innovations like home delivery of the CSC services are the major e-initiatives taken up by the Maharashtra Government. In fact, almost 75-80 percent of IT engagements in Maharashtra are done through MahaOnline.

Thus, MahaOnline has emerged as a platform for IT implementation not only for the Government of Maharashtra but also for several universities and central government offices in Mumbai and elsewhere, which are involved in IT projects.

You said that MahaOnline is a government initiative to connect with the citizens. But has it been equally effective in connecting with the rural masses as well?

We came across several challenges when we started introducing IT initiatives. Same was the case even while implementing the EPRI projects…we faced a number of challenges. The EPRI project is one of the most important projects of the central government and was conceived way back in 2006. But since MahaOnline came in existence much later, in 2010, some developments with regard to EPRI implementation had already taken place. In fact, several private companies were already handling the projects, and as we started our work as a fresh entity in the market, the initial challenges came from them. During those days, IT

companies were practically acting as the CSCs. So, it was difficult to establish MahaOnline as a separate and one of its kind of entity. MahaOnline being a joint venture of the state government and an IT giant, there were misconceptions among the masses about its usefulness, though it has now been duly bridged as its operations have shown effective results.

Apart from this, whenever online applications for any particular job vacancy are called in, there is a requirement to attach a number of documents like birth certificate and others to authenticate a candidate's identity. In rural areas, there is lack of awareness regarding doing things online, like filling up forms. To address the issue, we adopted a holistic approach and designed a CSC model as part of our eDistrict project; as a result, a simplified process has emerged.

Please share your experiences of implementing IT applications in cities other than the metros of the state. How effective has been MahaOnline in these areas?

We have definitely faced challenges while operating in the Tier II and Tier III cities of the state. For example, to fill up online forms there are number technical things that a user needs to know about, as one should be technologically sound to do it all by oneself. To ease the process for them, we have CSC centres or Sangram centers even in Panchyats. Our officials there handle the technicalities for the less technology-savvy people.

We have also introduced a number of small 'How to' video channels and promoted them through facebook and other social media sites to create awareness among the rural, and Tier II and Tier III citizens. In these videos, we have put real-time demonstration of how to fill up online applications, attach documents, photos etc and several other simple procedures to be self-sufficient and to be IT-savvy.

Since 2010 till 2014, how has been the journey of MahaOnline? How has it evolved during these four years of operation?

When we started in 2010, initially MahaOnline started its operation from the local TCS office with a small number of staff, who worked on minor projects. However, with the passage of time, we had our own office premise, with greater number of staff and much larger projects to work on. We have also opened our branches across the state — in Pune Nagpur and Aurangabad and several other parts of the state. We have been successful in bringing up training academies and we have district co-coordinators in all the 36 districts of the state.

Apart from these, we have more than 3,000 Sangram operators across each Panchayat of Maharashtra. With respect to the technological growth, we have independent DR centers and SPC racks and applications that are useful for website development. Initially, as we started, there was the concept of computerization, which has now been replaced by digitisation. The journey from computerisation to digitisation has been very eventful and a lot has been done to ensure paperless documentation in the government offices.

> In rural areas, there is lack of awareness regarding doing things online, like filling up forms. To address the issue, we adopted a holistic approach and designed a CSC model as part of our eDistrict project; as a result, a simplified process has emerged

How much has the list of services provided by MahaOnline been updated during its journey from 2010 to 2014?

If we are to discuss the services and scale of functioning of MahaOnline then and now, there is a vast array of issues that needs to be highlighted. Of course, at the top level, there are minor changes that happened, but as we go to the grassroot level, there are countless small-big developments that have taken place, like mobile application development, G2C services, social media counseling etc.

A TRUSTED AIDE TO GOVT

Equipped with the required bandwidth to aid and advise the government on how to implement IT tools better, Hitachi helps them deliver their services efficiently, says Tarun Seth, MD, Hitachi Micro Clinic, as he goes candid with *Seema Gupta* of Elets News Network

In how many verticals does Hitachi Micro Clinic System work?

Hitachi Micro Clinic System has operations and business activities in four verticals. In the first vertical we have system integration and end-to-end hardware that includes PC and laptops, storage, server and networking. Next area is security, starting from antivirus to SIM and data leak prevention. The third vertical offers data storage and backup policies as in today's world it is of utmost importance. Lastly we offer services to both government and private sector in managing and planning IT infrastructure and network.

What all sectors of the government do you work with?

We are in all the four verticals in government sector along with corporate sector. We work very closely on data centres, and are in plans to start a new venture in December. Hitachi provides consultancy services to companies outside India. So, we have become an arm to cater SAP and Oracle consultancy services in India and the Indian government is a big client for us.

We do many services for the Lok Sabha mainly we supply computer and laptops to them. We work for most of the ministries. We work for Public Sector Companies like IOCL, we have done data centre services for them.

How will your collaboration with Micro Clinic help in growth and expansion?

Earlier we were integrators and entrepreneurs but with Micro Clinic we have also moved into the development of applications development and services. For the development of applications there is always a need for money and resources and Hitachi being a nine billion dollar company has the ample resources to grow in application development.

We are going to across the country to offer our services to every nook and corner of the country. In addition, we are planning to cater business services to ASEAN countries right from here. As India has good brains and they manage it very well. Hence the services from here India will be very soothing and affordable for managing business.

What is your take on Digital India and what type of opportunities and challenges you see in it?

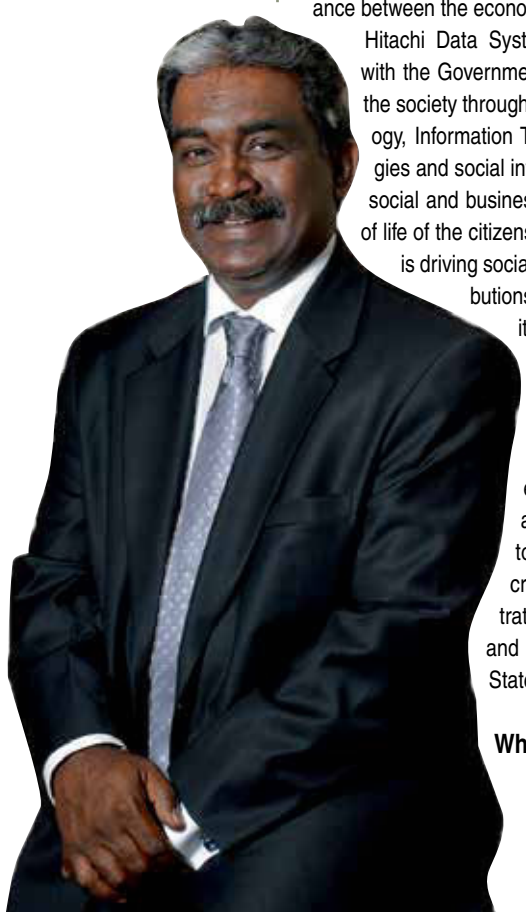
The Digital India initiative of the Prime Minister is a step taken in the right direction as globally everything has gone digital. However, having a better bandwidth will bring improvement into governance, e-Learning, delivery of services and proper infrastructure.

Do you have any case study that has helped Hitachi improve its governance?

Companies like ours are not systematic, but still we have grown and that is what I think of. In a company it's a collaborative thought, everyone in the company brings in their own experiences and they implement it in their own respective divisions. There are specific rules and regulations which help people to bond and they even know what results they would get from their efforts and this is a way an organisation is formed. Hitachi always talks about Social Innovation and everything revolves around people.

IN SYNC with DIGITAL INDIA MISSION

As the government makes the digitisation push, Hitachi Data Systems sees an opportunity to improve citizens' quality of life through its 'Social Innovation' strategy, says Vivekanand Venugopal, Vice President & GM, Hitachi Data Systems, Excerpts from an interview with ENN



In a fast digitising India, what role do you see for Hitachi Data Systems?

The ambitious Digital India project undertaken by the government aims to transform the country into a digitally-empowered society. This agenda aligns with Hitachi's "Social Innovation" strategy. Our social innovation business uses advanced infrastructure that ensures a balance between the economy and the environment.

Hitachi Data Systems is committed to partnering with the Government of India and creating value for the society through integration of operations technology, Information Technology (IT), control technologies and social infrastructure systems to help solve social and business issues and improve the quality of life of the citizens. As part of this business, Hitachi is driving social transformation through its contributions across critical sectors like mobility and transport, water treatment, healthcare, energy, information and telecommunication systems.

In India, we have been a part of eGovernance initiatives, enabling the government to leverage our IT platforms and solutions to deliver services around Cloud, crime research, healthcare, registrations, transportation, public safety and business continuity solutions for State Data Centers (SDCs).

What are your expectations from the government and what projects of the government are you engaged with?

HDS sees tremendous potential in India as a result of the new government's transformation agenda. The accelerated adoption of IT in the government sector has provided us the opportunity to play a crucial role in realising the country's vision of making a Digital India and leapfrogging to the 21st century.

To reach this goal, we are already working closely with the government. We have implemented platforms for delivery of Cloud services for 18 SDCs, which are being used in various eGovernance projects such as eProcure, eCourts and eLocker, among others. Additionally, we are working on projects such as the IGRS (Inspector General, Registration and Stamps) and implementation of Disaster Recovery solutions for SDCs.

How was your experience at the 10th eINDIA summit?

The 10theINDIA 2014 summit has been an insightful experience with specific emphasis on creating smart governance with the implementation of IT for transparency in the government service delivery system. The summit was a very good platform to interact with various government officials and peers. It also helped in getting an insight into the broader governance and IT priorities of the government leaders. egov

eGov BFSI LEADERSHIP Summit & Awards 2015

30th January 2015, Mumbai

A business efficient banking model with progressive intervention of government and regulator needs to be promoted to overcome this challenge and garner the opportunity of optimum utilization of technology for easing the banking processes as well as baking the unbanked.

eGov BFSI Leadership Summit resonates with this thought and brings on one platform the four pillars of Indian Banking vis-à-vis Government, Regulator, Banker and Industry for deliberations on growth of banking industry in India.

Key Speakers at our Past Banking Events

Dr C Rangarajan
Former Chairman, Economic Advisory Council to the Prime Minister, Govt. of India

R ChandraShekar
Former Secretary, Department of Telecommunication, Government of India

Anil Swarup
Additional Secretary, Cabinet Secretariat, Government of India

Dr Deepali Pant Joshi
Executive Director, Reserve Bank of India

S Sundareshan
Mission Director, Direct Benefit Transfer (DBT), Government of India

Shubhalaxmi Panse
Former Chairperson & Managing Director, Allahabad Bank

Anurag Jain
Joint Secretary, Minister of State for Finance, Government of India

Rakesh Sethi
Executive Director, Union Bank of India

K K Jalan
Central PF Commissioner, EPFO, Ministry of Labour & Employment, Govt. of India

Dr Neeraj Mittal
Joint Secretary (Marketing), Ministry of Petroleum and Natural Gas, Government of India

Anshula Kant
Deputy Managing Director, State Bank of India

Mehboob Chowdhury
CEO, Citycell, Bangladesh

Ed Brandt
EVP, MD, Government Services and Solutions, MasterCard Worldwide

Mohammad Abdul Mannan
Managing Director, Islami Bank Bangladesh

Pulak Sinha
General Manager (Payment Solutions), State Bank of India

Abizer Diwanji
Partner and National Leader, Financial Services – Ernst & Young

Rajeev Agarwal
Secretary, Telecom Regulatory Authority of India, Government of India

P S Rawat
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Director, Asia – MicroSave

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eGov BFSI Leadership Awards 2015

The eGov BFSI Leadership Awards recognizes the innovations and initiatives across the banking, financial services and insurance industry. The awards will also felicitate the exemplary work done by Government and industry towards the growth of banking and financial services across India.

Award Categories

BFSI CATEGORIES

- Insurance through Remote Sensing
- Best Claim Settlement process
- Best Roll in Monthly pay system
- Cash On Mobile
- Direct Banking
- Best Branchless banking
- Best Kiosk Implementation
- Green Remit card
- Best Alternate payment option for all
- Best Banking provided to urban and rural areas
- Biometric ATM Implementation
- Best Online payment Solutions
- Best Phone Banking for end user
- Best Internet portfolio Management
- Best Access to Banking and Financial Services
- Best Financial Inclusion Imitative

CO-OPERATIVE BANK CATEGORIES

- Best Branch Implementation
- Best Datacenter Implementation
- Best Annual Report
- Best Product solution for Business
- Best Product solution for Individual
- Best New CBS Implementation
- Best Solution/Rates for Mortgage buyers
- Best Financial service Provider

IT & TECHNOLOGY CATEGORIES

- Best Mobile Application Development platform
- Best security solution for Banks
- Financial Inclusion through Business Innovation
- Best Security solution for (NBFC, MFI, Stock exchange etc)
- Best solution for high performance storage for BFSI
- Best Solution for high performance computing for BFSI
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- Best solution for Risk Management/ Anti fraud/ Compliance
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PAYMENTS at the SPEED of ELECTRICITY

From taxi drivers to food delivery companies to small bars and restaurants to fund-raising charities, all are switching to electronic mode of payment through Mobile Point-of-Sale (mPOS) devices, says Pavan Kachibhatla, CEO, Bijlipay in an interview with *Seema Gupta* of Elets News Network (ENN)

What all is Bijlipay into and how does it operate?

Bijlipay is a payment services company operating across the spectrum of mPOS and e-Commerce. The company headquartered in Chennai is creating new and innovative payment solutions for small and medium businesses in emerging markets. It has partnered with Wirecard AG, one of the world's leading independent providers of electronic payment systems, and Spire Payments, the UK, which created the world's first fully Europay, MasterCard and Visa (EMV)-compliant mPOS device.

How creating a mobile payment solution helped Tamil Nadu in generating funds from locals?

The main challenge today is transparency when it comes to ad-hoc fund raising. Contributors want to be sure that their funds are reaching the desired place. Collections in small boxes are easy to do, but very often small contributions and contributors do not get a receipt. The BJP in Tamil Nadu wanted to change all this by using technology to bring in transparency, and of course, increased contributions. This initiative by the BJP in the state allowed their volunteers to collect funds instantly, anywhere, any time and yet provide a digital receipt to the contributor.

To cite another example, Bijlipay was asked to deliver 100 devices in less than two days for J&K flood relief work. Taking up the challenge, Bijlipay lived up to the test and created a record in the country by deploying 100 devices for the purpose.

What are the various sectors where your payment solutions can be used?

With each passing day, we find new use cases. We have small and medium businesses of every kind signing up with us. This includes taxi drivers, home-based clothing and accessories designers, individual service providers, event managers, food delivery companies, small restaurants and bars, and the fund-raising charities. This list is growing fast as more and more service providers are opting for cashless transactions.

What do you think is the reason for rising number of digital payments and shrinking paper currency-based transactions?

With increasing traffic jams and the hustle and bustle of everyday life, it is becoming increasingly difficult for customers to visit an ATM or a bank. Besides, the salaried class does not want to keep too much cash in the pocket, as it tends to disappear faster. Also, following recent RBI-imposed restrictions on the free use of ATMs, just-in-time withdrawals are also on the wane. So, people prefer to pay for everything with their card and keep track of their expenses better. However, small business owners were not ready yet. But with the likes of Bijlipay on the scene, all that is changing now and we are happy to enable that change.

6th Annual

SecureIT 2015

elets

Information Safety & Citizen Security

6th March 2015 New Delhi

Book Your Space NOW!

Digital India vision of Prime Minister Narendra Modi aims at building Safe and Secure Cyber-space, which augurs well for the security market in India. No wonder that research firm Gartner sees the domestic security market going beyond $1bn by 2015.

With a view to better understand and assess the challenges and opportunities in the sector, Elets Technomedia is coming up with 6th Annual eGov SecureIT 2015.

Theme for SecureIT 2015

- Cyber Security
- Disaster Manage ment
- Public Safety and Security
- Infrastructure Security
- Border Management
- Data Security
- Network Security
- ICT in Policing
- Telecom vulnerabilities
- National Cyber Security Framework

Key Attendees

- Ministry of Home Affairs, Government of India
- Department of Electronics and Information Technology (DeitY)
- Central Bureau of Investigation (CBI)
- Central Reserve Police Force (CRPF) Academy
- Various states' police establishments
- National Crime Records Bureau (NCRBs)
- State Crime Record Bureau (SCRBs)
- National Informatics Centre (NIC)
- Paramilitary Forces
- Security Experts

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