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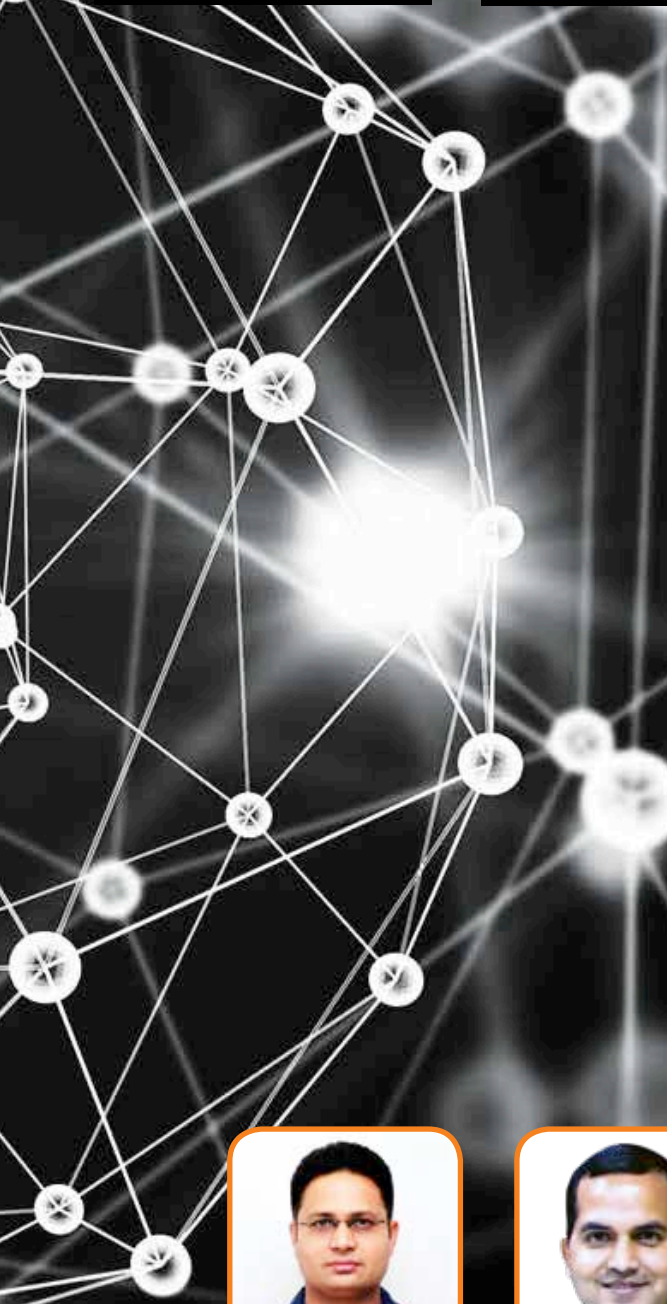
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SPECIAL ISSUE



30 AUGUST 2018 | CHANDIGARH



CHANDIGARH
MARCHING
TOWARDS A

ROBUST DIGITAL FUTURE



JITENDER YADAV
Special Secretary
Department of IT
Chandigarh Administration



KAMAL KISHORE YADAV
Commissioner
Chandigarh Municipal
Corporation



ANKUR GUPTA
Principal Secretary, Department
of Information Technology
Government of Haryana



SANYAM AGGARWAL
Additional Municipal
Commissioner, Ludhiana

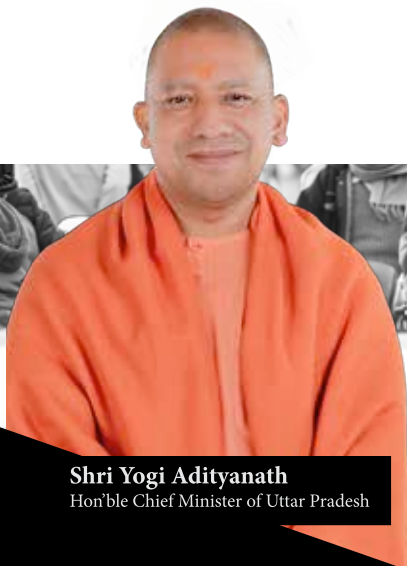
SPECIAL INTERVIEWS



UTTAR PRADESH ROAD SAFETY

CONFERENCE | WORKSHOP | AWARDS | EXPO

Lucknow | September 2018



Shri Yogi Adityanath
Hon'ble Chief Minister of Uttar Pradesh



Shri Swatantra Dev Singh
Hon'ble Minister of State for Transport
(Independent Charge), Government of Uttar Pradesh



PROGRAMME CHAIR
Smt Aradhana Shukla
Principal Secretary, Department of Transport

The Department of Transport, Government of Uttar Pradesh, in association with Elets Technomedia Pvt. Ltd. is organising Uttar Pradesh State Road Safety Workshop in the last week of September 2018 in Lucknow.

Key Themes

The objective of this event is to facilitate the exchange of knowledge and place the spotlight -

- ▶ Awareness about Road Safety
- ▶ Strengthening Institutional Arrangements
- ▶ Establish Road Safety Information Database
- ▶ Ensure Safe Road infrastructure
- ▶ Safer Vehicles
- ▶ Safe Drivers
- ▶ Road Safety Education and Training
- ▶ Enforcement of Traffic Laws
- ▶ Emergency Medical Assistance to Road Accident Victims etc.

Participation from

The event will witness participation of -

- ▶ Senior officers from Government of India and Government of Uttar Pradesh
- ▶ Captains of Industries,
- ▶ Representatives from the schools and colleges of Lucknow
- ▶ Dealers and sellers of all kind of vehicles / Manufacturers of domestic vehicles
- ▶ Road safety officers from all government departments
- ▶ Members/ operators of commercial vehicles union
- ▶ Office bearers of motor driving school union
- ▶ Principal Secretaries/HODs of Transport department from different states
- ▶ Central Institute of Road Transport (CIRT)
- ▶ Automotive Research Association of India (ARAI)
- ▶ Institute of Road Traffic Education (IRTE)
- ▶ World Bank
- ▶ WHO
- ▶ Society of Indian Automobile Manufacturers (SIAM)
- ▶ Arriva Safe NGO
- ▶ IITs and IIMs
- ▶ NGOs, social workers and media representatives etc.

OUR INITIATIVES



FOR QUERIES CONTACT: **Arpit Gupta**: +91 8860651637 | arpit@elets.in

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Bhopal, 14th September 2018

Ensuring Healthcare Transformation Through

TECHNOLOGY & INNOVATION



Shivraj Singh Chouhan

Hon'ble Chief Minister of Madhya Pradesh



Guest of Honour

Rustam Singh

Hon'ble Minister of Public Health & Family Welfare
Government of Madhya Pradesh

Public Health and Family Welfare Department, Government of Madhya Pradesh along with Elets Technomedia is organising Healthcare Summit, Madhya Pradesh on 7th September in Bhopal.

THE SUMMIT IS TO DELIBERATE & DISCUSS INNOVATIONS IN HEALTHCARE DELIVERY SYSTEM

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4th Annual
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28 September 2018, Jaipur

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Rajasthan

Setting Examples in
Healthcare Innovation



Smt Vasundhara Raje
Hon'ble Chief Minister of Rajasthan



Shri Kali Charan Saraf
Hon'ble Minister for Medical, Health
and Family Welfare
Government of Rajasthan



Shri Naveen Jain
Mission Director, National Health
Mission and Secretary,
Department of Medical Health and
Family Welfare, CEO - BSBY,
Government of Rajasthan

#HealthcareRajasthan

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SUBSCRIPTION & CIRCULATION TEAM

Manager, Subscription: +91-8860635832, subscription@elets.in

DESIGN TEAM

Art Director: Om Prakash Thakur

Deputy Art Directors: Gopal Thakur, Shyam Kishore,

Raja Das, Pulak Paul

ADMINISTRATION

Director: Archana Jaiswal

EDITORIAL & MARKETING CORRESPONDENCE

eGov - Elets Technomedia Pvt Ltd: Stellar IT Park Office No: 7A/7B,
5th Floor, Annexe Building, C-25, Sector-62, Noida, Uttar Pradesh - 201301,
Phone: +91-120-4812600, Fax: +91-120-4812660
Email: info@elets.in

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Our Publications and Initiatives



CONNECTING THOUGHT LEADERS

Founded in 2005, eGov magazine is published in both
print and online formats. Innovative use of ICT in
Governance is at the heart of our all eGov initiatives.



FOR TOP VIDEOS
OF THE MONTH
VISIT

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Smart City Summit

Dr Jitendra Singh

Minister of State (Independent Charge)
DoNER, PMO, Government of India



Smart City Summit, Surat

C R Chaudhary

Minister of State of Commerce & Industries,
Government of India



11th eINDIA

P P Chaudhary

Union Minister of State for Law and Justice;
and Electronics and Information Technology,
Government of India



Smart City Summit, Surat

Vijay Rupani

Chief Minister, Gujarat



Digital Chandigarh Making Digital India a Reality

Chandigarh stands top-ranked in the country in terms of per capita digital payment transactions. The City Beautiful scores 18.5 transactions per person on this parameter and is way ahead of Andhra Pradesh, positioned second with 7.9 transactions.

The data, shared by digipay.gov.in, is a clear indication of how e-ready the citizens of this Swiss-French modernist architect Le Corbusier designed city of Chandigarh, are when it comes to accessing digital government services offered by the city administration.

It is with the aim to provide a platform to deliberate, exchange views and find a common ground to collaborate and to leverage the technology to influence citizens' lives, that Elets Technomedia, in collaboration with the Digital Department of Chandigarh Administration, is holding the Digital India Conclave.

This special issue of eGov is dedicated to the conclave, which will have key themes like Digital Chandigarh for Digital India, Bharat Net, e-SAMPARK, NeGP, cyber security, ensuring cashless Chandigarh through innovation and Direct Benefit Transfer, among others.

Our cover story, 'Digital Chandigarh: Vying for e-Ready Future', underscores various initiatives and achievements the City Beautiful has undertaken to realise the goals set under the ambitious Digital India programme launched by the government to introduce transparency and efficiency through digital means. It also offers a report card on how the Chandigarh Administration has impacted the life of common citizens through its innovative programmes and initiatives, setting examples for cities across India to emulate.

In the latest issue, we have carried interviews of Jitender Yadav, Special Secretary, Department of IT, Chandigarh Administration; Kamal Kishore Yadav, Commissioner, Chandigarh Municipal Corporation; Arjun Sharma, Director IT, Chandigarh Administration; Ankur Gupta, Principal Secretary, Department of Information Technology, Government of Haryana; Baldev Singh Sran, Chairman-cum-Managing Director, PSPCL; and Baldev Singh Sran, Chairman-cum-Managing Director, PSPL; and Andra Vamsi, Additional Commissioner and Additional Registrar, Co-operatives and Banking.

These interviews give us a better insight into how digitalisation is changing the way we interact with our governments and show us the way forward.

From industry, we are carrying the interviews of Kalyana Rama, Chairman and Managing Director, CONCOR – one of the largest PSUs in the country – and Dinesh Shetty, Managing Director Megasoft Information Systems Pvt Ltd. Both companies are striving to provide quality products and services through new technologies and platforms and have to offer a number of useful learnings from their experience and exposure.

The article 'Towards Making Digital India Cyber Secure' by Yudhishthira Sapru, Senior IT Consultant for State e-governance Mission Team (SeMT), Chandigarh, is a useful read from the cyber security point of view, without which imagining a Digital India is meaningless given the security threats posing a real danger – for both financial and public data – in an increasingly digitised and connected nation.

We hope that this issue of eGov will help our readers get an insight of how digitisation is fast changing the world and our roles as part of government and larger community, to prepare us for the unseen future awaiting us.

Hope to get the invaluable feedback of our readers to keep this journey of seeking knowledge and benefiting from our shared wisdom going.

> MAGAZINE

It compiles ICT-related advancements being introduced, exercised by various government organisations via eGovernance module.

> NEWS

Dealing with various key developments and policy-related decisions that define Indian governance style at large, this section throws light on the most important aspects.

> WEBSITE

With a reach of sixty lakhs, the website is pushing the Digital India campaign of the Government of India. It highlights various dimensions of anything and everything related to the changing trends of governance in India.

> EVENT REPORTS

This segment narrates the discussions and deliberations of participants at the occasional conferences held nationally or internationally.

> CASE STUDIES

It deals with in-depth detail of various projects being implemented in any part of the country, worth inspiring others in providing solutions.

> VIDEOS

The youtube channel 'EletsTV' deals with live recorded versions of tech-experts and key decision makers who participate in key debates or discussion of Elets knowledge conferences.

> INTERVIEWS

This section highlights various stakeholders, bureaucrats and policy makers influencing governance in the country.



रविगुप्त

DR RAVI GUPTA

CEO, Elets Technomedia Pvt Ltd, and
Editor-in-Chief eGov Magazine

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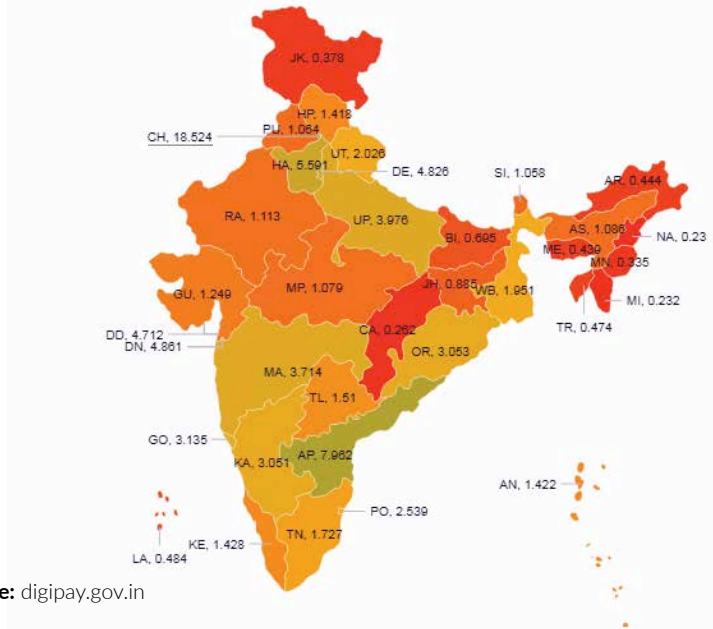


DIGITAL CHANDIGARH: VYING FOR E-READY FUTURE

Making the City Beautiful future-ready for its citizens, Chandigarh Administration is making proactive efforts to make more and more services available online. It is the result of the Administration's concerted efforts to realise the goals underpinning Government of India's ambitious Digital India initiative that today Chandigarh is looked upon as one of the most e-ready cities of India. Besides the Union Territory, the neighbouring States of Punjab and Haryana too are inching closer towards the dream of making India a cashless economy, says **Priya Yadav** of **Elets News Network (ENN)**.



Statewise Distribution of Digital Payments Transactions (Per capita basis)



Source: digipay.gov.in

transactions on per capita basis. Chandigarh, which scores 18.5 transactions per person, is way ahead of all States and union territories. Andhra Pradesh is at second position with 7.9 transactions on per capita basis, while Maharashtra is at fourth position with a score of 3.7 and Haryana at number three with 5.5 score.



JITENDER YADAV
Special Secretary,
Department of IT,
Chandigarh
Administration

“Even before digitisation, online transactions in Chandigarh were around 10 to 15 percent of all transactions. Now, we have reduced the amount of cash money from Rs 10,000 to Rs 1,000 which can be deposited at the eSampark centre.

Chandigarh is the only city with zero MDR charges on card swipes. We have signed a Memorandum of Understanding (MoU) with Axis Bank in this regard. Now the digital transactions have been raised to 60-70 percent of all transactions.

Our cash collection is almost negligible. Safety of cash is also not required as digital transactions are increasing day-by-day.”

January 1 to August 26, 2018, e-transactions per 1,000 people were 2,912.52 with 30.6 lakh e-transactions

For a city of the future, that Chandigarh is hailed globally, going digital is a necessity. That the administration here is eyeing and vying for being the first city in the country to be “completely cashless” is a sign that citizens here are far more receptive of the concept than those in many other cities in India. The beauty of City Beautiful will no longer remain confined to its physical beauty but is slowly seeping into the very fibre of the society that is sure to make the city even more livable than it is now.

So, it is little wonder that Chandigarh tops the country in digital payments

This indicates how e-ready people in the city are and how proactive is the Chandigarh Administration in making services available online. The city is excelling in the Government of India’s mission to develop India into a cashless economy. In 2017-18 Union Budget, the Government had announced a target of 2,500 crore digital transactions and for this DIGIDHAN Mission was set up.

In Electronic Transaction Aggregation and Analysis Layer (eTaal), Chandigarh is among top two Union Territories in August 2018 so far as e-Transaction Count is concerned. Not just that, City Beautiful ranks at the sixth position among all the States and union territories in terms of number of e-transactions per 1,000 people. From



THE FLIP SIDE

On the flip side, even as Government is striving hard to make people go digital in payments, the instances of online cheating are rising. In Chandigarh, every day four cases of online fraud are reported to the Cyber Cell of Chandigarh Police. Hundreds of complaints pertain to misuse of credit and debit card by asking PIN details. Interestingly, the Cyber Cell had announced that if anyone reported online fraud within 24 hours the victim's stolen money will be refunded by the Cyber Cell. Last year, the Cell refunded money to the tune of Rs 1.2 crores.

done during this time for 48 e-services being offered.

Andhra Pradesh tops with 2,7191.9 e-transactions per 1,000 people with a whopping 190 e- services being offered, way ahead of all the States followed closely by Telangana with 18,894 e-transactions per 1,000 people.

A deeper analysis of the e-transactions in Chandigarh during January 2018 to August 2018 shows that the maximum number of transactions, 13.4 lakh, have been for utility bill payments including water, electricity, telephone, etc. The second highest, 12.24 lakhs are for availing social benefits including repetitive government disbursements to citizens like social sector pensions, MGNREGA payment, Direct Benefit Transfer (DBT), scholarships, etc. A substantial part, 4.4 lakhs, is for statutory and non-

statutory services like payment of taxes, certificates, DBT, etc.

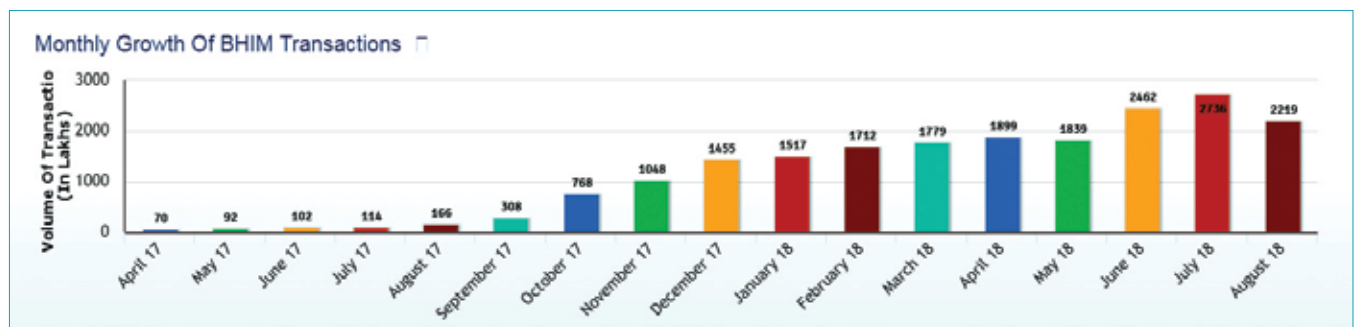
Government of India's Ministry of IT and Electronics is keeping tabs on all the States and how effectively they are implementing the Digital India mandate, an ambitious plan of the Government. Digital India – a campaign launched by the Government of India to ensure that citizens have government services available electronically – works towards improving online infrastructure, increasing internet connectivity and make the country digitally empowered in the field of technology.

While the Union Government's initiative envisages connecting rural areas with high speed internet networks, the plan is to develop stable and secure digital infrastructure, impart digital literacy to the entire population and also deliver all

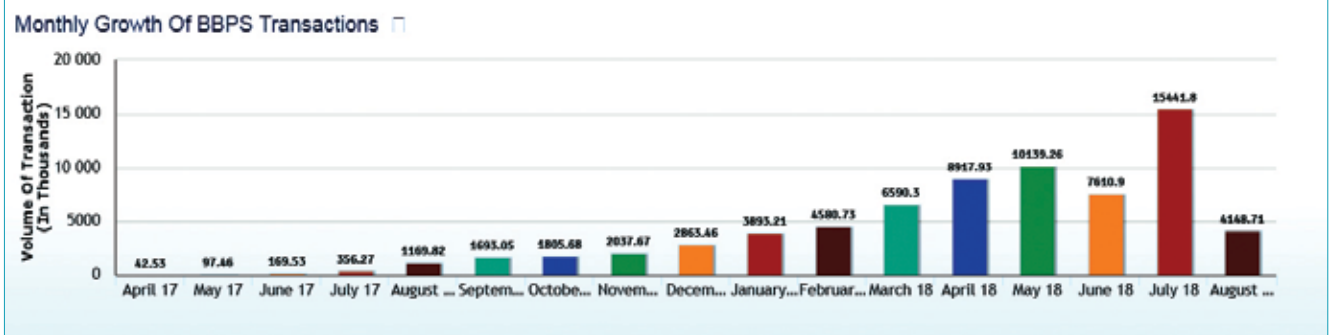
government services digitally.

In order to achieve these targets all the States and Union Territories are being mapped and followed extensively.

"We want to develop Chandigarh into a global IT hub. If anybody thinks about IT in India, one should think of Chandigarh. So far, we have already an IT park in Chandigarh and we are into the process of developing it further. In order to build a very enabling ecosystem for IT industry to flourish in the city, we are actively tying up with various academic institutions, private institutions and e-government partners. We are working towards



Source: digipay.gov.in



Source: digipay.gov.in

easing interactions and reducing human interface for the citizens of Chandigarh,” says Arjun Sharma, Director, IT, Chandigarh.

It is not just that mode of payment is getting digital, more and more services are being added by the Chandigarh Administration. This May, a decision was taken to make admissions for Class XI online. The Education Department of the UT is going to conduct online admissions for Class XI from the academic session of 2018-19. It will benefit thousands of students seeking admission to government schools here. There are 14,000 seats in four streams of Class XI.

Chandigarh Administration in May also started an online admission system for all 11 colleges in the city. From buying prospectus to final allocation of seats in the colleges, the entire process has been digitised. With this, the Chandigarh Administration has done away completely with offline submission of admission forms.

In December last year, Chandigarh Administration had launched Smart City Card. It is a personalised card with the photograph and other details of the user which has been launched by the UT administration in collaboration with the Bank of India. It can be used to make payments for various government and commercial utilities besides as a valid identity proof. The card can be used to make various payments like power, water bills, taxes and challans,

WHAT IS AN E-TRANSACTION?

An e-Transaction is a transaction delivering public service using ICT tools to improve access, enhance transparency and reduce response time while also satisfying four conditions:

- Service is requested through electronic means (self-access or assisted access) including mobile devices
- Workflow/approval process is electronic
- Database is electronic/digitised
- Service delivery is electronic


retail merchants, e-mandi, rent collection, liquor shops, CTU bus tickets and fuel stations.

In the neighbouring State of Punjab, people’s lives are also being made smoother with new digital initiatives being taken by the government and PSUs. Recently, Bharat BillPay, the one stop bill payment ecosystem launched by National Payments Corporation of India (NPCI) has on-boarded Punjab State Power Corporation Limited (PSPCL) through Paytm Payments Bank to empower 90 lakh consumers for easy bill payment. Currently, Bharat BillPay has enabled 125 billers out of which 95 billers are living across India.

Punjab’s Power Minister Gurpreet Singh Kangar said, “We are happy to note that consumers of Punjab State would be benefited with ease of bill payment service via Bharat BillPay. This gives power and control to the consumer to pay bills of PSPCL or any bill across India via their preferred app/website enabled on Bharat BillPay at one location. This will also facilitate the

digital India initiative as consumers will have access to all digital channels to make their payments”

According to Baldev Singh Sran, Chairman-cum-Managing Director, PSPCL, Punjab consumers are allowed to make payment of electricity bills by using Internet Banking, various credit cards, debit cards, Rupay Card, cash cards/mobile wallets through payment gateways of Billdesk, PayU and direct integration via Paytm and BBPS (NPCI, GOI). Facility of RTGS/NEFT payments through SBI is also made available to PSPCL consumers.

“To promote digital payments, PSPCL consumers are getting incentives from Paytm and other mobile apps available on BBPS like PhonePe, etc in the shape of cash back on electricity bill payments and other sales promotion offers as made available by these Apps from time to time. These apps are providing free of charges service of bill payments to PSPCL consumers,” he added. 



Jitender Yadav
Special Secretary
Department of IT
Chandigarh Administration

“We have digitised the whole process of admission right from the scratch. From submission of forms to counselling, to admission, everything is done online now. This has been done both for schools as well as colleges.”

Chandigarh Moving Towards Paperless Economy

We need to do away with paper works to move towards diigitisation. Useless processes should be discarded. Processes should be simple and be made available online, says **Jitender Yadav**, Special Secretary, Department of IT, Chandigarh Administration, in conversation with **Priya Yadav** of **Elets News Network (ENN)**.



What is your vision for Chandigarh? Which digital initiatives have been undertaken by the Administration so far?

Chandigarh is a Smart City. Through our eSampark centres, we have been able to provide citizen-centric services right at the doorstep of our citizens.

People can directly access the government services through these centres. Our housing and personnel departments have digitised a lot of processes. For example, the Annual Performance Appraisal Report (APAR) has now been made online.

There are more than 25,000 employees in Chandigarh Administration. Through our online initiatives, record keeping has improved a lot. In the house allotment to the employees—right from receiving the application to the final allotment—the entire process has been digitised now.

Chandigarh is fast moving towards the paperless zone. It is also going to increase the efficiency. Also, people will be able to avail all the services easily.

What improvements do the digital processes need now?

During the digitisation of processes, it

is important that we do the process engineering. The entire backend processes need to be digitised.

We need to do away with paper works to move towards digitisation. Useless processes should be discarded. Processes should be simple and be made available online.

We have also digitised the processes of vigilance clearance. We are in the process of digitising the service book entry system. The IT Department of Chandigarh, in association with National Informatics Centre, is also moving towards eSignatures, whereby every officer through eSignatures can authenticate documents online.

IT Department is working very closely with every other department for the implementation of new policies. Excise and Custom departments are also in the process of being digitised.

What initiatives have you started for boosting entrepreneurship in the city?

Under Skill India Mission of the Government of India, our Entrepreneurship Development Centre building has dedicated the top floor to the plug and play concept, i.e., by paying a minimal amount, any entrepreneur can utilise the facility and services.

In the same building, we have provided bays to entrepreneurs from where they can start their small companies. This arrangement is in place for three years after which they have to move out.

Please tell us about the Rajiv Gandhi National IT Park.

Some vacant plots are still available in Chandigarh's National IT Park. We are in the process of selling them in association with the Urban Planning

Department. We will be inviting IT companies to set up their own bases there. We are complying with the Government of India mandate, whereby every website is user-friendly and Guidelines for Indian Government Websites (GIGW) compliant.

What digital initiatives have been started by you for the education sector?

We have digitised the whole process of admission right from the scratch. From submission of forms to counseling, to admission, everything is done online now. This has been done both for schools as well as colleges.

facilities are available at one place, is a unique concept. It includes payment of bills, getting certificates, etc. Our eAwaas is a simplified version of the earlier model. We are also providing end-to-end solutions for schools and higher education institutions which have been appreciated by the Ministry of Housing and Urban Affairs as well.

Chandigarh is having very high per capita online transactions. What is your view on that?

Even before digitisation, online transactions in Chandigarh were around 10 to 15 percent of all transactions. Now, we have reduced



What is the success rate of PPP model in Chandigarh?


The role of IT Department is that of a facilitator. We provide a platform to private companies. We provide them interface with banks, legal help, etc. We help them in bringing all the concerned stakeholders on one page and try to resolve their problems.

What digital initiatives place Chandigarh ahead of other cities?

Our concept of eSmapark, where all

the amount of cash money from Rs 10,000 to Rs 1,000 which can be deposited at the eSampark centre.

Chandigarh is the only city with zero MDR charges on card swipes. We have signed a Memorandum of Understanding (MoU) with Axis bank in this regard. Now the digital transactions have been raised to 60-70 per cent of all transactions.

Our cash collection is almost negligible. Safety of cash is also not required as digital transactions are increasing day-by-day. 



Kamal Kishore Yadav
Commissioner
Chandigarh Municipal Corporation

“Generally, every citizen prefers to avail government services online. Chandigarh being a city where people are more aware, they appreciate online services vehemently.”

Building a Strong Foundation for Smart City Chandigarh

Based on a strong e-governance foundation and various initiatives under the Smart Cities Mission, Chandigarh Municipal Corporation seeks to bridge the existing digital divide in government service delivery to its citizens, **Kamal Kishore Yadav**, Commissioner, Chandigarh Municipal Corporation, in conversation with **Priya Yadav** of **Elets News Network (ENN)** discusses various schemes and plans on the anvil to achieve this goal.

Please tell us about the various initiatives undertaken by the government under Digital India.

When we speak of 'Digital India' there are a lot of things happening under this initiative across the country. There are certain initiatives undertaken by Government of India. For example, at the state level digitisation is being ensured by providing computers wherever it is needed. But actual digitisation can take place only when we can provide all our services – G to B (government to business), G to G (government to government) and G to C (government to citizens) – to all our citizens in digital format.

Under Smart Cities Mission and with the help of a strong e-governance foundation, we seek to provide all our services in digital format. Our water supply and sewage bill collection, property tax collection and other services like issuance of birth certificates are all available online on the e-Sampark platform. Also, we are making efforts to digitalise backend services end to end. We are making efforts to reduce manual interface and

human interference through digitisation.

What has been the response of the public as far as digitisation initiatives are concerned?

If all services are available online, then citizens need not visit various government offices. It helps end red tapism and corruption. Generally, every citizen prefers to avail government services online. Chandigarh being a city where people are more aware, they appreciate online services vehemently.

Why were people not keen to pay property tax online?

The issue of paying property tax exists because we have just started the process of digitising the data. We had engaged a GIS consultant to survey the properties, but the survey had some issues like discrepancies in measurement. We have taken cognizance of people's objections. This year and the next year any issue pointed out by the citizens will be sorted out. But after that, we aim to sort out all the issues so that

everybody can pay property tax online. Presently, 50 percent people of Chandigarh are paying their property tax online. They are not facing any issue with that. Also, when they find out some issue with the filing, they come to us for reconciliation which is good because it helps in correcting our data as well.

Under the Smart City initiative, a number of projects were envisaged and some projects like the smart parking lot have been completed. Which other projects are in the pipeline that we can expect to get completed in the next one or two years?

Despite our historic strengths in certain areas, we lack in several aspects of infrastructure development. There are certain areas where need to think of smart solutions so that we can develop Chandigarh as a smart city. One of the most important areas is the 24x7 water supply to the city. We have started 24x7 water supply on pilot basis in the Mani Majra area. The main component of the pilot project is smart water meters. So, when we are supplying the water we can also check what we have pumped into the pipes and how much people have received. It also helps in checking the transmission and distribution losses (T&D).

We are also coming up with ICCC (Integrated Control Command Centre). After we float the tender, the work on this project will be started by the end of this year. Also, last year a Smart City lab was set up which was primarily meant for smart cities of Chandigarh, Himachal Pradesh, J&K, Punjab and Haryana.

The holistic vision of a smart Integrated Control Command Centre will be made an integral part of building the smart city. For that we are organising a symposium. This has been done in cities like Bhopal and

Ahmadabad and we will be learning from their experience.

We have already issued EOI (Expression of Interest) for legacy garbage mining to solve the problem of solid waste management, especially the processing part. Since the collection and transportation of garbage is with the municipal corporation, we are looking for a solution in the area of garbage processing. There were some problems in the JP Group garbage plant, which we have solved. Besides, there are some new technologies like plastic fuel and waste to energy which we are trying to adopt to go along with the JP garbage plant. Recently, the governor visited the JP garbage plant and gave his approval to start it as soon as possible. The mining of the

“Presently, 50 percent people of Chandigarh are paying their property tax online. They are not facing any issue with that. Also, when they find out some issue with the filing, they come to us for reconciliation which is good because it helps in correcting our data as well.”

garbage will benefit the entire region to a great extent.

What are your plans to develop the areas falling under the Smart City project and the Municipal Corporation of Chandigarh?

In the Smart City area, we are planning two to three things. One is proper utilisation of public spaces, which is basically part of the Area Based Development Plan for those zones which have remained untouched by various developmental projects. Then we are coming up with maintenance of green beds. We are also coming up with dock facilities for ORC (overhead rail corridor) along with other facilities in this particular area.

For the Municipal Corporation area, we are streamlining property tax collection. We are expecting property tax collection to rise. The collection was Rs 21 crores in 2016-17, and we raised it to Rs 42 crores in 2017-18. Now we are expecting it to reach Rs 55 crores.

We are also coming up with a special policy for developing Wi-Fi zones for which we are tying up with Reliance and some other major companies.

In the Municipal Corporation area, we have introduced a digital platform to receive public grievances, maintain resource inventory, Municipal Corporation functioning and deliver services to public online.

We have also tied up with the National Institute of Finance in Faridabad to study our municipal finances to manage it better and help us improve our revenue collection, as well as curtail unwanted expenditures and debt. We are also going to upgrade our (STPs) Sustainability and Transformation Plans which will cost around Rs 200 crores. egov.gov



Arjun Sharma
Director IT
Chandigarh Administration

“IT is something which requires coordination across several departments. For instance, a department cannot have an e-office in isolation. So, an e-office needs to be there in every department for better interaction.”

Making Chandigarh a Global IT Hub

Introducing a slew of measures, Chandigarh Administration is on its way to develop the City Beautiful as a global IT hub. **Arjun Sharma**, Director IT, Chandigarh Administration, in conversation with **Priya Yadav** of **Elets News Network (ENN)**, offers insights into the various digital initiatives undertaken to realise this goal.



Which key initiatives have you undertaken in the Information Technology sector?

We seek to develop Chandigarh as a global IT hub. Our aim is that if anybody thinks about IT in India, they should think of Chandigarh. To insure this, we already have an IT park in Chandigarh and we are in the process of developing it further. In order to build an enabling ecosystem for IT industry to flourish in the city, we are actively tying up with various academic institutions, private institutions and partners in e-governance space. As far as Chandigarh Administration is concerned, we are pursuing a number of different projects related to IT. For instance, we are doing an e-office project; we are into the Swarm framework; and we have recently joined the Right to Information (RTI) online system. Besides, there are several other initiatives which are going

on. We have also developed websites, and many processes, certificates and permissions have gone online. We are working towards easing interactions and reducing human interface with the citizens of Chandigarh.

Can you share some areas of weaknesses in the system that need fixing?

The weaknesses are very generic in nature. For example, the information security protocols are still to be developed in the country. Beyond doubt we are following the most advanced information security protocol, but we are still not clear as to how this protocol would coordinate with various other agencies. Cyber security is something which must be acknowledged as significant, and we are sure that down the line we would be able to accomplish good outcomes. Moreover, IT is something which

requires coordination across several departments. For instance, a department cannot have an e-office in isolation. So, an e-office needs to be there in every department for better interaction. With regard to that, coordination is something we are working on.

Is there any dedicated task force to implement cyber security, or is it the general staff taking care of this work?

As far as Chandigarh is concerned, we have a dedicated team here in the city. Plus, there are other protocols which are still in the process of formulation so that the data and information, which we are generated in Chandigarh, remains digitally secured.

Chandigarh is way ahead of other states in terms of IT usage. How do you see it helping create awareness among people?

After demonetisation, we actively partnered with various organisations, including banks and merchants. We ran a massive awareness campaign regarding ways of making digital payments. We are promoting Wemap, Digilocker and Bharat Bill Payment System (BBPS), and many of our merchants have gone online. We have a very unique system of e-Sampark centres and e-Sampark portal. People make use of the e-Sampark centres to pay most of their utility bills, and majority of those payments are made online. It has brought a huge convenience to the people of Chandigarh. The most important thing is that the Merchant Discount Rate (MDR) charges, which were earlier levied on customers, are not being levied in the same manner. MDR charges are levied on debit cards, credit cards, and boss machines also. Now there is a whole regime of MDRs. So, under our regime, we have zeroed the MDR charges, which is another incentive.



“After demonetisation, we actively partnered with various organisations, including banks and merchants. We ran a massive awareness campaign regarding ways of making digital payments. We are promoting Wemap, Digilocker and Bharat Bill Payment System (BBPS), and many of our merchants have gone online.”

When the IT park came up sometime back, many big companies like Infosys came to Chandigarh. Which international players have shown interest in setting up their shops here?

Basically, we have identified certain parameters which are conducive to any global IT industry. We are going to provide those facilities to attract global companies. If we provide a good environment, then surely industries would show up. For example, we have all the resources – land, a Special Economic Zone (SEZ) and policy parameters – in place. We just need to invite the companies over, and for that we are actively collaborating with them.

The Haryana government has come up with an IOT centre, and they have also set up an incubation centre in Gurugram. What are your key initiatives for startups?

We in Chandigarh are looking forward to a Seed Support System (SSS) incubation centre for startups. For that, we will be shortly coming up with a policy. It is in the pipeline and will promote startups. We have designated a separate space for startups in ETC building. In fact, all the companies which are working from there are relatively new, and we are promoting them. We are actively promoting them in schools and colleges and students are being encouraged to start their own ventures. Also, we are organising workshops for students. All this is being done for the development of IT sector in Chandigarh. egov.gov



Sanyam Aggarwal
Additional Municipal Commissioner
Ludhiana

“Integrated Command Control Centre will integrate all the services together and we will monitor from MC office. The water project is being funded by World Bank. But one portion of the ABD area is under smart city.”

LUDHIANA TURNING SMART

Ludhiana made it to the first list of smart cities released by the Government of India over two years ago. The city that is the financial capital of the State and key industrial hub, is on its way to be Smart. **Sanyam Aggarwal**, Additional Municipal Commissioner, Ludhiana, who is overlooking the smart city projects, shares the challenges that the city is facing and the solutions on the anvil with **Priya Yadav** of **Elets News Network (ENN)**.



What are the key projects in the smart city domain that Ludhiana is working on?

Ludhiana Smart City has three projects that are being currently executed on the ground. The most important being the LED project, second is the smart signages as per the IRC standards and the third is the rooftop solar projects in which we have selected key government buildings where we have installed solar panels.

Many projects tenders have been issued but there are some technical issues like in some we have received single bids or there is no participation. The biggest project is the 24x7 water

supply scheme in the Area Based Development area. This is one big project coming up. Second is the smart road of Malhar Road which is the main commercial road and tenders have been floated. Tenders for toilets have been floated. Apart from this a modern C&D plant - Construction and Demolition waste plant, carcass utilisation plants are our top priorities.

These are mostly social projects. At present, the way animals are being taken away, it is polluting the river Sutlej. So this is our need and with this there is Smart Bin project - in which underground bins will be laid at key positions so that there is no littering. There is a project for dedicated cycle

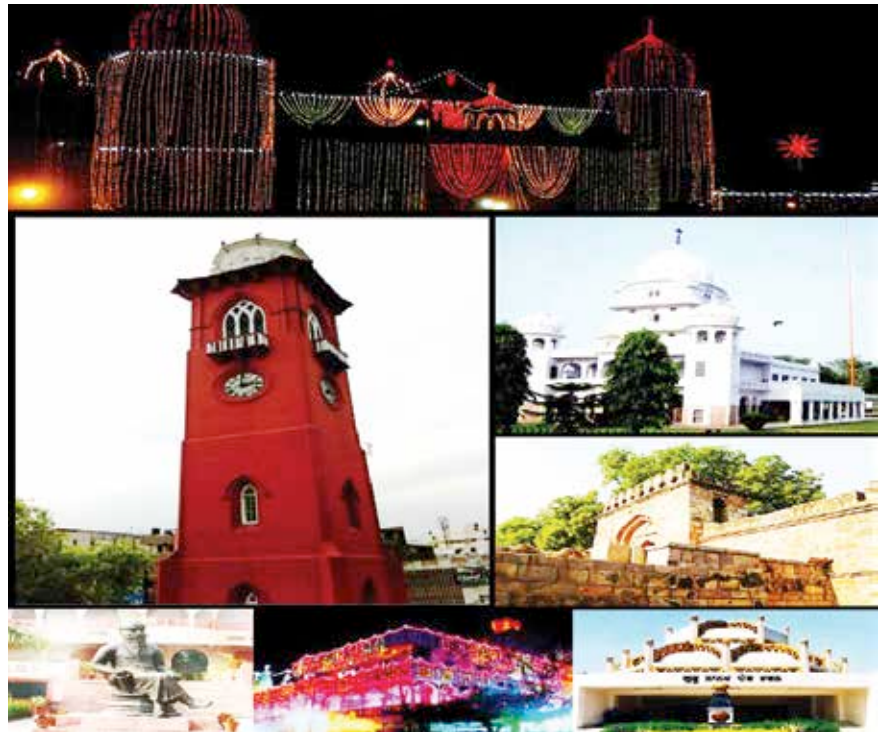
Smart Projects on the way

- Retrofitting of Sarabha Nagar market - Rs 14.89 crore
- Development of Malhar road (Rs 22.75 crore) as 'smart' road
- Carcass processing and utilisation plant - Rs 9 crore
- Retrofitting of Ghumar Mandi - Rs 25 crore
- Underground parking lot on National Highway-95 - Rs75 crore
- A railway overbridge and an underbridge at Pakhowal road - Rs 75 crore approx
- 24x7 water supply - 47 crore
- Sewage rehabilitation - 39 crore
- Storm water drainage - 22 crore
- Construction and demolition (C&D) waste management project - 6.90 crore
- Integrated Command Control Centre - 32.50 crore
- Digital Library - 5 crore
- Smart Road Phase 2 (Rotary Club Road) - Rs 35 crore,
- Cycle tracks - 20 crore
- Smart foot over bridges - Rs 21 crore

tracks in industrial area where most of the labour that commutes through cycles. So we are creating dedicated cycle tracks.'

What are the other key projects that are being worked on ?

There is command and control centre that is a mandate of the Ministry of Urban Development and all cities have to set it up. In Ludhiana Detailed Project Report is final RFP is being made. A big project is rejuvenation of Budha Nallah. This is a stream which is




heavily polluted and joins River Sutlej. It is one of the top projects of Punjab government also. So we are trying to cover it in a wholistic way. It is a 14 km stretch which runs through the city. Lot of meetings have happened on it already and an action plan has finally taken shape and soon there will be action on the ground.

Then there are smaller projects -- of smart schools, digital library. Then there is another smart road which will be made in the second phase. On the security front, the traffic police has already started a project which is already live automatic traffic light violation detection and number plate reading is being done. It is under the safe city project. When our ICCC comes up we will combine their feed with ours.

What is being done on the waste management front ?

In waste management, Ludhiana has an agreement with A to Z company that is collecting the waste and they are collecting from secondary points and

making RDF and compost also. Ideally, there should be proper segregation and reuse and recycle waste. Minimum waste should be generated. There is need for improvement in door-to-door as the city is very dirty right now. Integrated Command Control Centre will integrate all the services together and we will monitor from MC office. The water project is being funded by World Bank. but one portion ABD area is under smart city. The canal water will come, automatic water meters will be put into place, proper distribution network will be in place with SCADA. Tenders are being done. Bigger companies are looking for bigger projects, small builders do not technically qualify so we have to retender a lot.

Smart Health module is also there. OPDs etc will be run through technology. Pollution and traffic are main challenges of the city. Pollution is comprehensive, be it air, noise, water. If we could control plastic bags that would be great. Also, we are running a campaign on "no horns". 



Ankur Gupta

Principal Secretary
Department of Information Technology
Government of Haryana

This is one GIS application that all State Governments will look to emulate at the earliest.

Haryana has taken the lead and successfully implemented the Haryana Election Geographic Information System platform for the election department with the support of National Centre of Geo-Informatics (NCoG), Government of India.

The Ministry of Electronics and Information Technology has set up NCoG for the development of geo informatics platform. The Chief Electoral Officer of

Haryana Election GIS: Making Information Available on Fingertips

The entire Haryana Election Geographic Information System (HEGIS) platform has been implemented purely with the support of government agencies and as such, no single private player has been involved at any stage in the entire project implementation, says **Ankur Gupta**, Principal Secretary, Department of Information Technology, Government of Haryana, in conversation with **Priya Yadav** of **Elets News Network (ENN)**.

BENEFITS

- Multilayered platform with the capability of superimposing any layer pertaining to Parliamentary Constituencies, Assembly Constituencies, districts, blocks, villages, etc.
- Flexibility of selecting any combination of layers to have the holistic view of selected entities.
- Integrated capabilities for the GIS Location based analytics, planning, decision support systems and supporting in delivery of services during the pre-poll and post-poll phase.
- Readily available information (Locational - latitude and longitude as well as dynamic info).
- Polling booths locations along with other details like number of voters, assured minimum facilities available, electricity, water connection, building type, booth type, with regard to each polling booth
- ✓ Hospitals with location, address etc
- ✓ Police stations with location, address etc
- ✓ Fire stations with location, address etc
- Helps in deployment of requisite manpower as well as infrastructure as per the administrative requirements during the polls.
- Facilitates emergency evacuation and service support in case of any eventualities with the HEGIS capability of showing the nearest Government utility like hospitals, police stations, fire stations.
- Easy navigational search across parliamentary constituencies and assembly boundaries as well as administrative units such as district, blocks and villages, etc.
- Inbuilt capability to segregate the polling booths as per tier sector type for instance sensitive booths, critical booths and forest booths.
- Developed as an open source platform in secured environment.
- Ensuring data security and disaster recovery by hosting the application on GOI- GI Cloud.
- Available on cloud platform for anytime anywhere access.
- No private player involvement at any stage in the entire project implementation.

Haryana has utilised this NCoG infrastructure created by government in the development of GIS platform which is available free of cost to all State Government departments.

The Election Department of Haryana has completely digitised and geo referenced all of its available maps and locations pertaining to parliamentary constituencies, assembly constituencies, district blocks, villages, etc, on the Higher Education General Information Survey (HEGIS) platform. In addition to the geo enablement of data concerned, the detailed information of various government utilities like polling stations, health facilities, police stations, fire stations are now readily available on the HEGIS portal.

The entire Haryana Election Geographic Information System (HEGIS) platform has been implemented purely with the support of government agencies and as such, no single private player has been involved at any stage in the entire project implementation.

Speaking to eGov Magazine, Ankur Gupta, Principal Secretary, Department of Information Technology, Government of Haryana, under whose guidance the platform has been created, said that this has ensured that a comprehensive GIS-based map is now available for the State.


“We had to struggle for information in the past and compiling it used to take ages and even then we could not get our hands on the relevant information immediately at the time of need. Nearby, there was no way of knowing Government utility like police station, hospitals in case

of eventualities during the poll. All that is past now. With HEGIS, we get to know the nearest Government utility for every polling booth. This helps planning for emergency, evacuation and medical aid in case of need,” said Gupta.

Compared to the earlier scenario, Gupta said that all the information used to be available in the office only. But now it is available on cloud platform for anytime anywhere access.

This means that now instead of following an archaic system where only physical maps pertaining to parliamentary constituencies, assembly constituencies are available with the election department, the Government now has a comprehensive GIS-based map developed for the State with multi-layered GIS platform having the capability of superimposing any layer pertaining to parliamentary constituencies and assembly constituencies.

“When I was in Higher Education Department, I had mapped all the colleges so that if I need to feed an information, say in a radius of 20 km, how many girls studying in 12th who will be needing a college. So, if the government decides to open girls’ colleges and wants to know where the existing ones are you don’t take a physical map and mark on it because marked place could be 10 kms this way or that. Now all that has been taken care of,” Gupta informed.

The dynamic Principal Secretary of Haryana Department of IT has big plans about this useful platform. “Now I will replicate this in all other departments -- when I came up with this GIS platform I did not have IT department. Now I do. But before that I have to digitise the data. If I don’t have the data in a digital format how will I co-relate,” Gupta said. 



Baldev Singh Sran
Chairman-cum-Managing Director, PSPCL

“Punjab State Power Corporation Limited (PSPCL) has implemented a pilot project of “Paani Bachao, Paise Kamao” scheme of Direct Benefit Transfer for Electricity (DBTE) to AP consumers of six feeders in Fatehgarh Sahib, Jalandhar and Hoshiarpur districts.”



PSPCL: MAKING DIGITAL PUNJAB A REALITY

Growing from strength to strength, Punjab State Power Corporation Limited (PSPCL) has undertaken several steps to help the state achieve the feat of becoming a power surplus state. While sharing the details of this journey, **Baldev Singh Sran**, Chairman-cum-Managing Director, PSPCL, talks about the success of corporation’s digital payment initiative and other innovative steps underway, in conversation with **Priya Yadav** of **Elets News Network (ENN)**.



From a power deficit State to a power surplus State - how has been the journey and what has brought about this transformation?

From the days of scheduled power cuts, regulatory measures, weekly off days, peak load restrictions, Punjab has become a power surplus state with the coming up of three Independent Power Producers (IPPs), namely NPL, TSPL and GVK. Punjab State Power Corporation Limited (PSPCL) has successfully met the highest ever demand of this season (2018) of 12,556 MW, in comparison to 11,705 MW of previous year and provided uninterrupted power supply. PSPCL has surpassed its own record of highest ever energy supplied during a day with the supply of as high as 2,749

“During July 2018, PSPCL collected electricity bills payment of Rs 1,112.52 crores through digital modes and that is 45.43 percent of the total bill payment received. This percentage is highest ever recorded in the country for collection in a month.”

LUs of energy within state on August 4, 2018, and in addition, sold six LUs in power exchange. Due to surplus capacity, we are able to bank energy during non-peak season that is utilised during paddy season, and this year 1950 MW of banking power

was made available.

What is the status of power supply in Punjab after the State become power surplus?

PSPCL is successfully providing eight hours of daily power supply to the agriculture sector in paddy season and uninterrupted power supply to all categories of consumers, including industry. There is no power cut for any category of consumer. Power regulatory measures such as restrictions, weekly off days, etc are also a thing of the past. In addition to this, PSPCL is selling surplus power.

What digital initiatives have been taken up and how are they helping in streamlining the system?

PSPCL consumers are allowed to make payment of electricity bills by using Internet Banking, various credit cards, debit cards, Rupay Card, cash cards/ mobile wallets through payment gateways of Billdesk, PayU and direct integration via Paytm and BBPS (NPCI, GOI). Facility of RTGS/NEFT payments through SBI is also made available to PSPCL consumers.

To promote digital payments, PSPCL consumers are getting incentives from Paytm and other mobile apps available

COLLECTION THROUGH DIGITAL MODES IN PSPCL

	No. of transactions (Lakhs)	Amount received (Rs.) (Crore)	Percentage of total amount
FY 2017-18	64.29	3922.89	17.41%
FY 2017-18 (upto July,17)	19.23	977.34	14.30%
FY 2018-19 (upto July,18)	27.11	2480.65	32.48%
During July, 2018	7.10	1112.52	45.43% #1 in Country for collection in a month

“PSPCL is successfully providing eight hours of daily power supply to the agriculture sector in paddy season and uninterrupted power supply to all categories of consumers, including industry.”



on BBPS like PhonePe, etc in the shape of cash back on electricity bill payments and other sales promotion offers as made available by these apps from time to time. These apps are providing free of charge service of bill payments to PSPCL consumers.

In PSPCL, due date of electricity bill payment through non-cash modes, i.e., cheques/DDs is two days earlier than cash payment due date. To promote digital modes and to make it more lucrative, PSPCL considers all digital payments at par with cash payments and thus, benefit of grace period of two days is given to consumers making bill

payment through online means.

How are cashless transactions being encouraged and how have they helped the people?

PSPCL has issued instructions to make digital payments mandatory for consumers with bill amount of more than Rs 3 lakh. Further, to promote online payments, various methods like radio advertisement, print media advertisement, SMS, awareness through flex banners and message on electricity bills, as well as messages on PSPCL website are being used.

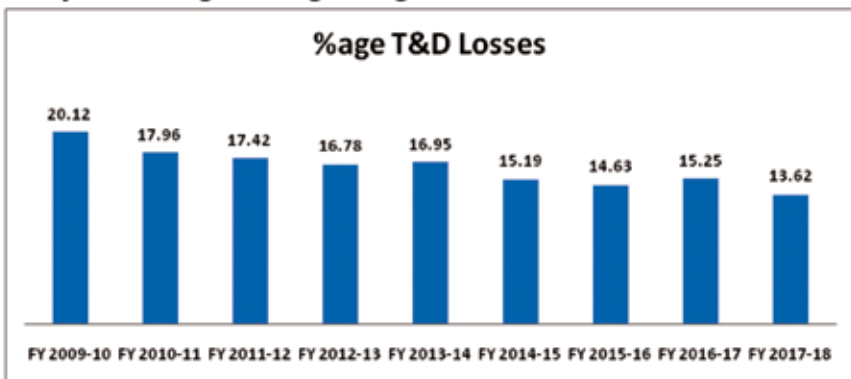
PSPCL is at No. 4 position (with 23.64 percent consumers, making online payment) for online payments, as per the Consumer Dashboard on Government of India’s Urja App (for the month of May 2018). All India average is 19 percent. It is expected that approximate Rs 500 crores per month would be collected through RTGS mode from consumers having bill amount above Rs 3 lakh per month and it would definitely improve all India ranking of PSPCL in coming months.

On July 16, 2018, PSPCL collected record payment above Rs 220 crores through digital modes. During July 2018, it collected electricity bills payment of Rs 1,112.52 crores through digital modes and that is 45.43 percent of the total bill payment received. This percentage is highest ever recorded in the country for collection in a month. In FY 2018-19, payment of Rs 2,480.65 crores were received vide 27.11 lakh online-transactions through digital modes up to July, 2018.

What are the Transmission and Distribution losses of PSPCL and what is being done to reduce these?

PSPCL has achieved the 13.62 percent of T&D losses in FY 2017-18. PSPCL came

Comparative figures regarding T&D Losses



into existence on April 16, 2010 and at that time the T&D losses were registered as 20.12 percent after which a number of initiatives have been taken to improve the T&D losses.

These works were undertaken with PSPCL funds and Government of India sponsored schemes like R-APDRP. Further improvements are being undertaken under DDUGJY & IPDS schemes with cost of Rs 252.06 crores and Rs 330 crores, respectively.

Punjab is an agriculture intensive State and lot of power is required to fulfil its needs. What is the policy and reforms undertaken in this area?

As per a Punjab Government notification, eight hours daily power supply is to be provided to the agriculture sector. PSPCL has been successfully supplying eight hours of uninterrupted daily power supply to the sector as per its commitment.

Punjab State Power Corporation Limited (PSPCL) has implemented a pilot project of "Paani Bachao, Paise Kamao" scheme of Direct Benefit Transfer for Electricity (DBTE) to AP consumers of six feeders in Fatehgarh Sahib, Jalandhar and Hoshiarpur districts. The scheme is being implemented for the sole purpose of saving groundwater in Punjab. Due to the high consumption of groundwater in the state for cultivation, agricultural consumers will be incentivised through this scheme to save water and earn money for the same. The implementation of Direct Benefit Transfer for Electricity (DBTE) scheme will also result into crop diversification, accurate energy accounting, accurate Transmission and Distribution (T&D) losses, curbing of wasteful energy consumption, etc. Till date, 121 consumers have opted for this scheme.

Now that Punjab is power surplus, what is the power sale policy?

For the sale of surplus power, PSPCL has created a dedicated cell to manage sale

Comparison of Energy Generated and Energy Sold in the last three financial years

Sr. no.	Description	2015-16	2016-17	2017-18
1.	Energy Generated by Own plants (MUs) (Hydel + Thermal+BBBBM)	16961.4	13889.43	13977.67
2.	Energy Sold within state (MUs)	41330	44244.05	47374.46
3.	Energy Sold outside the state (MUs)	62.49	361.18	1218.68

"For the sale of surplus power, PSPCL has created a dedicated cell to manage sale of surplus power. PSPCL has appointed PTC and Tata Power Trading Company Limited (TPTCL) for sale of surplus power on behalf of PSPCL."

of surplus power. PSPCL has appointed PTC and Tata Power Trading Company Limited (TPTCL) for sale of surplus power on behalf of PSPCL. PSPCL is considering tenders for sale of power to other utilities/discoms and participating in every tender and except for the like paddy season, coal related conditions, transmission corridor congestion etc. For sale of surplus power under bilateral arrangements, along-with banking, matter has been taken at CMD/PSPCL level with various states like Jammu and Kashmir,

Himachal Pradesh, Uttarakhand, Madhya Pradesh, Chhattisgarh, West Bengal, Andhra Pradesh, Karnataka, Tamil Nadu.

Further, identification of sectors with potential for more consumption and encourage/facilitate such consumers to increase consumption to reduce fixed cost liability is being done. During FY 2018-19, sale of surplus power outside the State worth Rs 125 crores has already been done by PSPCL up to July, 2018.

What can the people of the State look forward to in terms of power expenses?

Gap of Average Cost of Supply (ACS) and Average Revenue Realised (ARR) for PSPCL is (-) 0.68 for FY 2017-18. This difference will come down with timely payment of subsidy by the state government.

Two-part tariff has been implemented in Punjab with effect from January 1, 2018 as per the provisions of National Tariff Policy. Two-part tariff is introduced with an aim to provide electricity to consumers at lower rates. Fixed charges are kept lower than the Monthly Minimum Charges (MMC) of Single-Part Tariff. As consumers are likely to consume more power, in Two-Part Tariff their per unit electricity rate would come out to be lower. [egov](http://egov.gov)



Andra Vamsi

Additional Commissioner & Additional Registrar, Co-operatives and Banking, Government of Uttar Pradesh

*“We have one
UPCB in Lucknow,
50 District
Cooperative
Central Banks as
well as Urban
Cooperative
Banks in 75
districts of Uttar
Pradesh.”*

Digitising UP with Innovations in Cooperatives and Banks

Emphasizing on innovations made in alignment with IT, we are digitising the data across our cooperative and banking department in Uttar Pradesh. This move will help us in getting closer to developing a Digital Uttar Pradesh, says **Andra Vamsi**, Additional Commissioner & Additional Registrar, Co-operatives and Banking, Government of Uttar Pradesh, in conversation with **Arpit Gupta** of **Elets News Network (ENN)**.



What are the new IT-driven initiatives you have planned to introduce in the Cooperatives and Banking Department of Government of Uttar Pradesh?

The department of cooperative banking in the Government of Uttar

Pradesh has a three-tier system. The first-tier is UP Cooperative Central Bank (UPCB), headquartered in Lucknow, the second-tier is the District headquarters and Tehsil headquarters where the cooperative Central Bank is located and the third-tier is Primary Agricultural

Cooperative Society which is operational at the rural level, named as Primary Agricultural Cooperative Society. So far, we have one UP CB in Lucknow, 50 District Cooperative Central Banks as well as Urban Cooperative Banks in 75 districts of Uttar Pradesh.

Of the 50 District Cooperative Central Banks, 36 are better performing cooperative central banks. In addition, we have 7,500 primary agricultural societies of which around 2,500 societies are better performing.

So, the plan is to reorganise the entire system and digitise the entire system and ensure transparency and effective



control over entire system through IT initiatives. In collaboration with NABARD, we are working on some IT initiatives in the Cooperative Department.

For this, the first task will be to set up an independent IT cell and prepare a

roadmap. The roadmap will have a one year timeline. While computerisation is one aspect, digitisation of records is another aspect. We will also emphasise on omitting the ghost data.

There are a number of recoveries that have to be taken care of. We have to systemise and digitise that

“Our major tasks include, merger of Primary Agricultural Cooperative Societies and computerising the Cooperative Society, integrating them with the Cooperative Central Banks and with UP Cooperative Central Banks as well as the Land Development Bank of Uttar Pradesh.”

data. Our major tasks include, merger of Primary Agricultural Cooperative Societies and computerising the Cooperative Society, integrating them with the Cooperative Central Banks and with UP Cooperative Central Banks as well as the Land Development Bank of Uttar Pradesh.

We are also working on Uttar Pradesh Livestock Development Board, an organisation of Cooperative Department., constituted to implement, monitor and control the activities related to improve breeds of cattle. We are working on its integration with us.


Once IT initiatives are effectively taken care of, we will emphasise on offering the Rupay debit cards for farmers and initiate the procedures through Kisan Credit Card. We will also be launching some mobile ATMs at the rural level so that farmers or the rural people can have access to digital cashless transactions.

Prime Minister Narendra Modi-led government lays a lot of emphasis on Digital India. Do you have any plans in terms of digital Uttar Pradesh?

As far as cooperatives are concerned, the existing level of financial and literacy needs to be strengthened in order to build Digital Uttar Pradesh. This awareness can be ensured by taking relevant and progressive initiatives in alignment with awareness programmes. As of now, we are focusing on all these innovations.

Do you believe this IT intervention will bring transparency and efficiency in the department?

I believe that the new system will help in reducing the burden of maintaining several files. There will be greater transparency within the department as well as before the public. This will ensure greater convenience to people.

IT intervention will help us in reducing the amount of time spent on documentation within the department. It will escalate the level of efficiency and help in getting closer to the people that we serve. 



HARTRON: Implementing Digital India Vision in Haryana



Creating a conducive environment for startups in Haryana by taking key initiatives regarding creation of incubation network and playing a major role in implementation of Digital India vision, especially digital infrastructure as a utility for citizens, the **Haryana State Electronics Development Corporation (HARTRON)** is at the forefront of providing a major thrust on application of Information Technology in the Government.

Haryana State Electronics Development Corporation (HARTRON), the nodal agency for promoting Electronics and IT Industry in the State, is playing a pivotal role in making IT vision of Haryana a reality.

Hartron plays a major role in implementation of Digital India vision, especially digital infrastructure as a utility for citizens (Hartron manages SWAN, NOFN, state data centre, public WiFi in rural and urban areas), e-Governance and services on demand (Hartron has prepared various e-services and supplied many e-Governance solutions to the departments) and digital empowerment of citizens (facilitating creation of CSC in each panchayat, Hartron provides IT skills, Centre for Startups, Cashless India, R&D and BPOs, etc).

Hartron is in the process of creating a conducive environment for startups in Haryana by taking key initiatives regarding creation of incubation network that would be




analogue to a Hub and Spoke Model. The Startup Warehouse already operating in Gurugram in collaboration with NASSCOM, has been nominated as the hub incubator, while the UN Technology Innovation Lab (UNTIL), Mobile Application Development Centre (IAMAI), Centre of Excellence (IoT Lab) and the Startup Incubator at Panchkula will act as spokes.

Hartron is a pioneer in the preparation of elector's voter I-cards and voters' lists with photographs of the electors, a fact which has been commended by even the Election Commission of India. In fact, HARTRON was the first organisation in the country to undertake the voter ID cards project. The project involved the largest database application in India, wherein the details of electors were to be maintained along with their photographs.

“Hartron through its R&D centres at Ambala and Gurugram is providing a wide range of facilities, which include development of electronic, optical and optical instrument products, precision mechanical components, CAD/CAM training, servicing and maintenance of electronic and medical equipment, etc.”

Hartron through its R&D centres at Ambala and Gurugram is providing a wide range of facilities, which include development of electronic, optical and optical instrument products, precision mechanical components, CAD/CAM training, servicing and maintenance of electronic and medical equipment, etc. Training is also provided through franchise centers in IT-enabled services, computer consultancy and software development.

Presently, the corporation is placing major thrust on application of Information Technology in government and has assisted Electronic and Information Technology Department in formulation of Information Technology and Electronic System Design and Manufacturing policy, entrepreneur and startup policy, communication and connectivity infrastructure policy, and cyber security policy. 



Kalyana Rama
Chairman and Managing Director
CONCOR

“The extension gate is a very good and successful concept in other countries like Thailand. The model ensures faster evacuation of containers from ports, moving them faster, nearer to the customer, and from there the distribution can take place.”



CONCOR: Striving to Create Value for Customers

Customer value creation being the cornerstone of its policy, Container Corporation of India is innovating fast to provide desirable services to its customers despite multitude of logistics challenges, **Kalyana Rama**, Chairman and Managing Director, CONCOR, shares key achievements and targets the Navratna PSU has set for future in conversation with **Gautam Debroy** of **Elets News Network (ENN)**.

What are the role, responsibilities and main objectives of Container Corporation of India (CONCOR)?

We call ourselves multi-model logistics professionals, providing pan India logistic solutions predominantly using railway transportation. Of all the businesses we do, 94 percent is done through railways.

We provide the first mile and last mile connectivity but not to all containers. However, we are currently working on certain things for better customer satisfaction. By doing that, we want to first become a complete end-to-end solution provider and then, as we progress, enter into three pair logistics. We are developing a distribution logistics centre and have already started working on that.

Indian Railways' strategic initiative to containerize cargo transport put India on the multi-modal map for the first time in 1966. Though the first ISO marine container had been handled in India at Cochin in as early as 1973, it was in 1981 that the first ISO container was moved inland by the Indian Railways to India's first Inland Container Depot (ICD) at Bengaluru, also managed by the Indian Railways.

Expansion of the network to seven ICDs by 1988 saw increase in the handling of containers, and along the way, a strong view had emerged that there was a need to set up a separate pro-active organisation for promoting and managing the growth of containerisation in India.

CONCOR commenced operation from November 1989 taking over the existing network of 7 ICDs from the Indian Railways. Now we are operating in 72 locations, and these are multi-model logistics parks.

These can be understood as ICD plus. Along with ICD, there are Private Freight Terminals (PFTs), commodity aggregation and distribution which require lot of warehousing and special tanking, and automobile hubs wherever required, among others. So, in a multi-model logistics park, size is increased. We used to operate in a typical 35-acre size area, but now we have some of them much bigger that are developed in a 285-acre area. We are also progressing in distribution logistics, which is three pair logistics with emphasis on industrial products and products from the agricultural sector because it is one sector which has been deprived of logistics support.

Container Corporation of India is growing rapidly. What are your major achievements as per the last year's statistics?

Last year, we started giving a lot of emphasis on running double stack trains. So, we ran around 2,300 double stack



trains that gave a better throughput to CONCOR, faster clearance to the customers, and also faster evacuation of containers from the ports. With same resources, we were able to handle more volumes. We have set a target of having 100 projects in ICD and MMLP arena. Last year, we commissioned six projects to take the number of projects to 72. This year, we will be doing another 11 projects and we are having exclusive tie ups for seven projects. So, we will reach a figure of 90 projects against the set target of 100.

Along with this, we will be developing 20 distribution logistics centres. Last year, we started working on a three-year programme. So, by 2020 we will be having 100 locations plus 20 distribution logistics centres to reach a total of 120. Last year, we also started an Integrated Logistics Manufacturing Zone (ILMZ). It will offer specialised service of managing the entire in-bond and out-bound logistics requirements for raw materials and finished goods.

Recently, you have signed an MoU with Port of Singapore Authority. Can you tell us more about this partnership?

The Port of Singapore Authority (PSA) started operating a terminal in Mumbai. For evacuation of containers from there, they were looking at faster evacuation models. At Jawaharlal Nehru Port in Mumbai, there are four terminals. One of the main issues at these four terminals is that of delay in loading containers on

train due to inter-terminal transfers.

One of the solutions which we offered to PSA was to operate an extension gate, one in Gujarat and one may be somewhere in North India. So, we suggested two locations. In Gujarat, we have an association with a private developer in Ahmedabad and the North India location is CONCOR's Multi Modal Logistic Park in Khatuwass.

The extension gate is a very good and successful concept in other countries like Thailand. The model ensures faster evacuation of containers from ports, moving them faster nearer to the customer, and from there the distribution can take place.

What are your major challenges?

Our first challenge is to provide top quality services to our customers. The quality policy of our company is customer value creation. So, we want to create value for our customers who walk into CONCOR. However, to fulfill this goal is not easy. We have to take care of a lot of things. We have to provide the desirable service to customers in time. We have to see that the cargo moves as per the desire of the customer. So, there are many constraints. For instance, there are infrastructural constraints that have to be taken care of. Road transport is a major competitor for us because it has got certain advantages despite unethical practices that go on road. But being a PSU, everybody knows that we are very good at our job. s.gov



Dr Lovneesh Chanana
Vice President - Digital Government

“Going forward, the policy landscape is likely to attain a unification of focus for different arms of the Government and Ministries. With GeM triggering the digital reforms in procurement, ICT procurement may become a dynamic area requiring continuous efforts to address evolving requirements. Standards and interoperability of applications may soon get requisite acknowledgements at policy levels.”

SAP Building ‘Digital India’

The ‘Grow with SAP’ programme is a holistic coverage built on a collaborative model bringing together the strengths of all stakeholder groups viz, citizens, Small Medium Enterprises, Government and employees, says **Dr Lovneesh Chanana**, Vice President - Digital Government, in conversation with **Elets News Network (ENN)**.



Do you think Indian firms are ready to embrace the upcoming technologies such as Internet of Things (IoT), Blockchain and Artificial Intelligence (AI), etc? Do you believe we are well prepared to jump on the bandwagon?

The area of emerging technologies and the potential for India to assume a leadership position is tremendous and we have the foundation ready to leapfrog. We definitely have many achievements to collectively take the credit for. The world’s largest digital identity platform, the largest rural broadband network, the largest citizen

engagement platform i.e. MyGov, the first digilocker for citizens and the largest network of Common Service Centres (CSC) are few examples that exhibit our capability to manage the complexities of ICT in Indian situations. Having said so, going forward, the evolution and infusion of emerging technologies like AI, IoT and Blockchain is not likely to be a one-way process. The users will be required to feed data back to systems for the emerging systems to learn and hence while there is a huge potential, newer challenges need to be addressed. A few areas that require strategic attention are skilling, work organisation and re-design, standards

and inter-operability, cyber security and broadband infrastructure.

SAP's 'Grow with SAP' initiative is aimed at developing a 'Digitally Inclusive India'. Please tell us about the various policy components that you are focusing under this?

India is slated to become the third largest country in the world with an economy of \$10 trillion by 2030. However, the big question here is- "Is this growth inclusive?"

We strongly believe that while India continues to grow, it is of utmost importance to leverage "Digital" to ensure that India grows inclusively at scale with better quality of life, education, healthcare that benefits all sections of the society. The 'Grow with SAP' programme is a holistic coverage built on a collaborative model bringing together the strengths of all stakeholder groups viz, citizens, Small Medium Enterprises, Government and employees.

SAP has signed a Memorandum Of Understanding (MoU) and entered into strategic partnerships with the Ministry of Micro, Small and Medium Enterprises (MSME) and the Ministry for Skill Development and Entrepreneurship to make youth and MSMEs globally competent in digital skills. MSMEs Training centres have been equipped to deliver training on SAP Business One which is a complete ERP solution for MSMEs.

We have also partnered with the Atal Innovation Mission (AIM) by NITI Aayog to support the Atal Tinkering Labs initiative.

'Digitalist India' is a special platform led by SAP to help business leaders in enterprises to understand how they can craft digital transformation journeys.

'Code Unnati', SAP's digital literacy programme aims to cover one million citizens for digital literacy and also covers training 15,000 youth on emerging technologies like data sciences and artificial intelligence. Please tell us more about this.

Code Unnati is our programme to promote and strengthen digital literacy in India with an aim to train one million citizens by 2020. The programme is being run jointly with customers like Larsen and Toubro, ITC Limited, RPG



Group and partners like HOPE Foundation, NASSCOM Foundation, Pratham Infotech Foundation and more. The programme intends to provide skill availability in future skills like Industry 4.0 to ensure digital inclusion through educating citizens and communities. The target audience and recipients of the programme include youth, adolescents and children, differently-abled persons and rural citizens. In the last one year, we have successfully trained more than 160,000 citizens in rural India. More than 50,000 students have participated in code weeks organised by SAP India. The programme has helped facilitate around 10,000 jobs so far. We have also partnered with the Government of Karnataka to train 15,000 youth on data sciences. The collaborative effort is indeed showing the synergistic strength and effect. We are now looking at extending it to Code Unnati 2.0.

What policies should India focus on?

The Digital India programme has indeed been able to trigger a collaborative

attempt to arrive at policy prescriptions in many areas including cloud, ICT procurement and Government e-Marketplace (GeM), digital communications, personal data protection, IoT, Market-to-Market (M2M), etc. We also have moved considerably forward towards the new industry policy with one of the focus areas as Industry 4.0. There are strategy papers and reports on emerging technologies like artificial intelligence.

Going forward, the policy landscape is likely to attain a unification of focus for different arms of the Government and Ministries. With GeM triggering the digital reforms in procurement, ICT procurement may become a dynamic area requiring continuous efforts to address evolving requirements. The creation of data exchanges and data sharing between agencies is likely to emerge as another focus area. Standards and inter-operability of applications will soon get attention at policy levels. Innovation and entrepreneurship would be another area.

To what extent being adaptable to the digital transformation holds the key to today's next gen firms in India?

The importance of digital transformation is understood by most of the decision makers. Regarding the potential of digital for enterprises, many understand the 'Why' of digital transformation and 'What' of it as well. It is the 'How' of the digital transformation journey that defines the adaptability of enterprises. It's important to understand that we are moving from a stage where 'processes consume data' to a stage where 'data defines processes'. From that perspective, issues of work organisation, skilling and reskilling, preparing work force for future, infusion of artificial intelligence for predictive and participative decision making would form the key to the next gen efforts to achieve digital transformation. 



Dinesh Shetty
Managing Director
Megasoft Information Systems Pvt Ltd

Megasoft Providing Niche Solutions to BFSI Sector

Megasoft has a long history of expertise in banking and IT-infrastructure with more than two decades of experience. Megasoft is also a system integrator for e-governance and healthcare domains with solutions being executed with various partners and Original Equipment Manufacturers (OEM), says **Dinesh Shetty**, Managing Director, Megasoft Information Systems Pvt Ltd, in conversation with **Arpit Gupta** of **Elets News Network (ENN)**.



“Megasoft will continue to provide quality products and services through new technologies and platforms.”

Please give us an overview of Megasoft.

Megasoft Information Systems Pvt Ltd is a core banking solution provider for financial institutions in India. Megasoft provides end-to-end solutions to financial institutions ranging from infrastructure, networking to application software.

With over two decades of expertise and a host of quality offerings in products and services, Megasoft has established itself

as a premium player in the space of information technology across India and Asia Pacific.

Our vision is to enable customers improve their operational efficiency with the help of technology to optimise, scale and perform effectively and efficiently. Megasoft believes in offering quality and affordable IT solutions to its customers and works closely with them in project management, advisory, consulting, implementation and capacity building.

With these offerings, Megasoft is still striving to achieve the highest degree of satisfaction amongst our clients.

What is your vision of IT in the cooperative sector? Tell us more about Megasoft's digital solutions which are being implemented in the Cooperative Department of Uttar Pradesh.

Empowering the cooperative sector with digital channels and implementing new age technologies is our vision.

In Uttar Pradesh, district co-operative banks were the first on three-tier architectures to issue RuPay Card/KCC card in February 2014; bank on wheels in July 2015; and thereafter implementation of digital channels like Direct Benefit Transfer (DBT), Aadhaar Enabled Payment System (AEPS) and Public Financial Management System (PFMS) with an aim to boost cashless economy and benefit farmers.

In Uttar Pradesh, currently:

- District co-operative banks and primary agriculture co-operative societies share limited permissible data in real-time
- Farmers get subsidies, DBT, PFMS credited to their account directly
- Has the access to entire NPCI ATM networks in India through Rupay/KCC Cards
- Farmer has the option to withdraw money from his savings account or KCC account through a single card
- Real-time data updation, and thus, eligibility check both at district co-operative bank level and PACS level
- Micro ATMs are deployed at PACS which are transacting on BC model with banking transactions like withdrawals, deposits, balance enquiry and purchase of seeds and fertilizers through their Rupay/KCC cards

Megasoft has expertise in banking, IT-infrastructure, education, e-governance and

healthcare. What are your major offerings?

Megasoft has a long history of expertise in banking and IT-infrastructure with more than two decades of experience. Megasoft is also a system integrator for e-governance and healthcare domains with solutions being executed with various partners and Original Equipment Manufacturers (OEM).

“The district co-operative banks and primary agriculture co-operative societies share the limited permissible data in real-time.”

In banking and IT-infrastructure we provide:

- Core banking solution to banks\
- Integrated Common Accounting System for PACS'
- Head Office Management Suite for banks
- Microfinance solutions
- Anti-money laundering
- Payment solutions
- Loan Management System
- CKYC, AEPS, DBT, PFMS, etc
- Cyber security framework advisory and implementation
- Cognitive analytics and big data services
- Infrastructure advisory and services
- Idea and innovation management platform

In government and corporate sectors, we provide:

- Big Data, Business Intelligence and

Business Analytics

- End-to-end surveillance solutions
- Idea and Innovation Management Platform
- Internet Of Things (IoT)
- Infrastructure advisory and services
- Networking management services
- Enterprise mobility solutions

What are your achievements in the recent years and what are your future plans?

Megasoft is one of the leading core-banking solutions providers for district co-operative banks and Primary Agriculture Credit Society (PACS) in India. Megasoft has the entire product range developed in-house for this sector.

Megasoft is one of the few single point solution vendors in the sector providing infrastructure services, payment solutions and core banking solutions and other allied applications.

Megasoft is also one of the pioneers in providing end-to-end surveillance solutions for government and has successfully executed various projects from street level surveillance till the command centre. Megasoft also works closely as part of various Smart City projects in India.

Megasoft has expanded to Asia-Pacific with offices in Thailand and the Philippines for the Fintech products and services, Big Data Analytics and idea and innovation platforms. Megasoft has also started its first off-shore development centre along with a US technology firm for application development services on Cloud technologies.

Megasoft will continue to provide quality products and services through new technologies and platforms. We are also expanding to new terrains with our host of new technological products and services in the co-operative sector as well as other sector. 



Yudhishtira Sapru

Senior IT Consultant for State e-governance Mission Team (SeMT), Chandigarh

Is the cyber security threat real? I am sure most of us would answer affirmatively but do not realise the real danger especially in the context of government organisations. To put things into the right perspective here is a statement: "Water treatment plant hacked, chemical mix changed for tap supplies". Is this really feasible? The answer is yes and why now after all we do have IT systems in a water treatment plant and where there is an IT system it is hackable.

In fact, during one targeted ransomware attack exercise, the researchers were able to shut down the valves, adjust chlorine levels and also falsify readings of a simulated water treatment plant. Even if some people feel that this was a simulated exercise, those having a minimal knowledge of computers would appreciate that such a situation is not distant.

And with respect to India, are we prepared for such a situation? While India embarks upon a new journey of Digital India with coming together of 'Smart Cities', Internet of Things (IOT),



Towards Making digital India Cyber Secure

The journey of making India truly Digital India has begun. However, we should endeavour to make it 'Cyber Secure' Digital India, writes **Yudhishtira Sapru**, Senior IT Consultant for State e-governance Mission Team (SeMT), Chandigarh, for **Elets News Network (ENN)**.

Artificial Intelligence, Big Data, smart mobiles, Cloud Computing, social media, the cyber threat is manifold. As compared to the scenario some 10 years ago, where we had a hacker or group of

hackers bringing down a system, today we now hear incidents which are motivated or even sponsored by State actors. A country like India which is among the fastest growing economies in



the world readily catches the attention. And the threats are growing exponentially. Hon'ble Prime Minister of India has aptly termed it as a 'bloodless war' the threat of which looms over the whole globe.

Keeping aside the hullabaloo around Aadhaar and privacy concerns, do we really feel that Aadhaar repository is agnostic to any cyber-attack. I am sure the Government of India would have accorded its highest priority and resources to securing the one billion plus biometric data.

But we can never be fully confident and it will be an ongoing war between the hackers and the government – a war which the government cannot afford to

lose even once. And it is not only Aadhaar, we have a large bouquet of IT systems including our banking system, GST system, railways network, national grid all of which are critical. As governments are becoming more open and digital, it is imperative for them to fortify their IT systems. While it would be naïve if anyone in the government claims to be 100 percent secure, there is a clear indication that those in the government have started realizing the risk and know that this is something which cannot be avoided. The threat is real and can come at any time.

The Government of India has already started taking steps in the right direction. While the Cyber Security Policy 2013 outlined the broad roadmap including the strategies for not only preventing but responding to attacks, it is now agencies like Indian Computer Emergency Response Team (CERT-In), National Critical Information Infrastructure Protection Centre (NCIIIPC) and Ministry of Electronics and IT (MeitY) which are spearheading India's response to the looming threat.

Needless to say, need of the hour is a more coordinated effort which should involve central ministries and state governments.

Given the financial and reputational impact of a cyber event, organisations world over have started addressing security a strategic level. Organisation structures are being changed and presence of chief information officer who reports directly to a CEO has almost become a norm. Taking a cue from this, and given government systems are no less important, Government of India has also asked all its organisations including PSUs to appoint chief information security officers (CISOs).

The CISOs have already been appointed in a large number of organisations and playing a role of change agents towards building a digital resilient government.

The Government of India has already issued detailed guidelines with respect to roles and responsibilities of the CISOs and best practices also.

Another crucial factor at handling cyber related incidents is the time of response. Sometimes it is a matter of minutes – a small window of vulnerability which the hacker is looking to exploit. Many a times we have witnessed that the original equipment manufacturer (OEM) has already released a security patch while the user department is unaware of the patch released or is still awaiting approval to apply the patch. This obviously is not a technical issue but a management issue.

Many people don't know what to do when an event occurs. No process or no plan is in place. With the respect to the government organisations, MeitY has already proactively prepared a Cyber Crisis Management Plan (CCMP) for countering cyber-attacks and cyber terrorism which is to be implemented by all the key ministries/departments of Central Government, State Governments and Union Territories. This CCMP provides the strategic framework and guides actions to prepare for, respond to and coordinate recovery from a cyber-incident. The Cyber Crisis Management Plan is updated periodically to accommodate the changing scenario of cyber threat landscape. Ironically many States, UTs and PSUs are still unaware of the plan or are only in the nascent stages of plan formulation.

A Botnet Cleaning and Malware Analysis Centre - Cyber Swachhta Kendra has also been set-up by MeitY (and operated by CERT-In) with an aim to detect botnet infections in India and to notify, enable cleaning and securing systems of end users so as to prevent further infections. The Kendra works in close coordination and collaboration with ISPs and product/antivirus companies.

The web portal of the Centre, www.cyberswachhtakendra.gov, in is a host to some very useful information, best practices and security tools for ensuring end point security by the users including their mobile devices.

Given the importance of creating secure government applications, Government of India is also strengthening the security auditing and testing of its software. Ten new STQC labs have started coming up in especially Tier-II cities. Recognising the importance, MeitY has already directed all ministries, departments, State Governments, UTs and critical sectors like defence and power to earmark 10 percent of the annual IT budget to implement cyber security.

This will give necessary push to the governments at various levels to better respond to the war against cybercrime while the capabilities of handling cyber related situations are limited in the government, MeitY has recognised this gap and recently launched the 'Cyber Surakshit Bharat' initiative under its Digital India programme. It is a unique and first of its kind PPP engagement which aims to pool in the rich expertise of Indian industry towards building capacities from within the governments and PSUs for managing cyber security. It's three pillars are – awareness, education, and enablement.

Leading technology companies like Microsoft, Intel, Dimension Data, Wipro and RedHat are its founding partners. MeitY has also roped in E&Y, Palo Alto Networks, FIDO Alliance, IBM, Dell EMC, CDAC, Cert-In, NeGD, and NIC as knowledge partners.

While Government of India has taken a slew of steps towards cyber security, there is long journey ahead. Vulnerabilities not only exist in our data centres or networks, but in large number of end points like desktop computers, laptops, mobile etc. which are usually handled by employees who

have little cyber-hygiene. There is a lack of awareness but a little sensitization can work wonders.


Government of India and many state governments have already started awareness generation and capacity building programmes. Simultaneously, we also need to be aware of our vendors. A vulnerable system of our partner can allow hackers to access to a connected government system.

Given the financial and reputational impact of a cyber event, organisations world over have started addressing security a strategic level. Organisational structures are being changed and presence of chief information officer who reports directly to a CEO has almost become a norm.

Although significant capital investment is required to secure our government systems, but I am not advocating government organisations to spend indiscriminately on cyber control, it would be appropriate that a risk-based approach to cyber security may be adopted. We need to first identify, which systems are important to us or are critical information infrastructure (CII) and direct measures according to the risk profile of the resource. Some states and sectors are already undertaking a comprehensive exercise to classify their infrastructure on the basis of risk profile but this is something

which a government at any level should do. There is also a need for more aggressive participation by the States and UTs without which true success would not be possible.

Various government agencies at the central and state levels must shun silos and work in close coordination. The capacity building process has already started but we need to invigorate pace. It would not be in-appropriate to say that India needs a well-equipped and informed 'cyber-army' especially in the government organisations.

I would say that although the journey of making India truly Digital India has begun, we should endeavour to make it 'Cyber Secure' Digital India where government organisations not only utilise the technologies to the fullest for the betterment of the people of India but at the same time are digitally resilient so as to sustain any cyber attack be it external or internal. 

ABOUT THE AUTHOR:

The author has more than 14 years of experience in e-Governance consulting and IT program management. He has rich experience having been associated with more than 50 IT projects spanning both MNC and Government organisations. He is currently working as Sr. Consultant with National eGovernance Division (NeGD), MeitY, Government of India and is associated with Chandigarh Administration for undertaking various IT and e-Governance projects. He is an alumnus of the prestigious IIM, Lucknow and also holds a bachelor's degree in engineering from PEC, Chandigarh. He has also been certified by PMI- USA, UN-APCICT and University of Cambridge.



elets
**EASE OF DOING
BUSINESS
SUMMIT**
HARYANA **28 FEB**
CONFERENCE | AWARDS | EXPO **2018**
Taj Hotel | Chandigarh

CONFERENCE REPORT

The Ease of Doing Business Summit, 2018 focussed on ways and means to follow and implement the principle of 'Minimum Government and Maximum governance' in true spirit.

As Haryana celebrated its elevation from number six to number one in the ease of doing

business ranking nationwide, stakeholders across the sectors deliberated on not just the changes that have been made but also those that need to be made for future growth.

The Ease of Doing Business Summit gave a national and international perspective on the reforms that are being introduced to facilitate the industry worldwide. It dwelled on the use of technology and IT solutions for extending minimum government and maximum governance that not only improve the quality of services but also drastically reduce their delivery time.

Stumbling blocks in the way to easing business development were identified with the feedback of the the industry and relevant stakeholders and it was discussed how developing a common building code is so critical to the ease of doing business rankings. Best practices from across the country and world were shared by experts even as speakers were unanimous in their opinion that although compliance of rules and regulations is desired but it should be done in a facilitative manner.



We have been ranked No. 1 in Ease of Doing Business in the country. We have to look at new avenues to further our journey. The idea is to bring investment to bring about economic prosperity in the State and create employment opportunities. We follow the concept of 'Minimum Government Maximum Governance'. We are using a lot of IT solutions by which we are ensuring the implementation of this concept. We are providing time-bound hassle-free services to the citizens.

SUDHIR RAJPAL

Principal Secretary, Industry and Commerce,
 Government of Haryana

We follow a single window system which is a comprehensive portal developed by Harton. We have intervention of new technologies focussed on GIS and Rapid Assessment System. Transformation of manual to IT, data digitisation, etc, is going on in Haryana. We have come out with IT & ESDM policy, the Startup Policy, the Communication Connectivity Policy and Cyber Security Policy which has become very important because of the extensive digitisation of the economy.

DEVENDER SINGH

Principal Secretary, Department of Information Technology,
 Government of Haryana





Malaysia has continuously taken numerous initiatives so that conditions are always right to let FDI flow in our country. We have been doing various initiatives to ensure that doing business in Malaysia is as easy and simple for others as it is for the local people. From 1991, Malaysia has embarked on a journey to transform the country into a high income nation by 2020.

DATO HIDAYAT ABDUL HAMID

High Commissioner of Malaysia to India

To make the life of the citizens easier, we need to empathise with the person sitting on the other side of the table. We have started the concept of 'deemed clearance' for Haryana. We have a timeline of 45 days whereby industries are dealt with as a separate segment. We also need to resolve the department issues. We need to have special facilitation for logistics sector. Tourism and adventure sports are areas where we need to make them more accessible, simpler and easier to do.

ASHOK SANGWAN

Director, Department of Industries, Government of Haryana





There is a need to think beyond a single window or a single roof. There is a need for optimising and aligning plethora of circulars, rules regulations relating to labour law, fire and safety and other construction related activities. The Government should think of creating a bank of ideas and involve people in their execution as well. There is a greater need to popularise Right To Service Act also.

S V GOYAL

Whole time Director and CEO,
 Model Economic Township Limited

We are providing approvals to industries within 21 days of the application failing which on 22nd day it becomes deemed approved. It automatically becomes the responsibility of the GIDC. Even when it is deemed approved, it is incumbent on GIDC to issue an order within 10 days. All the payments can be made online. This is a recent initiative. For the proper implementation of such reforms, it is important that these reforms go down to the clerical level.

NARAYAN GAD

Managing Director, Goa Industrial
 Development Corporation





We are trying to find out how to aggregate land without land acquisition. We are also looking into land pooling for which we are creating a totally different legal ecosystem. We are trying to adopt Ahmedabad Town planning policy. Regulations should not be relaxed otherwise these policies will fail. We have tried to streamline in building core policies.

T L SATYAPRAKASH

Director, Town & Country Planning
 Department, Government of
 Haryana



Delegates at the Elets Ease of Doing Business Summit Haryana in Chandigarh.

Building India's Smart Cities – the L&T way



L&T's dedicated Smart World & Communication business unit is perfectly placed to build India's next-gen cities. With proven expertise in focused strategy, robust processes and comprehensive, end-to-end solutions, L&T offers Integrated Security Solutions, Smart Communication Networks and Telecom Infrastructure, and Smart Infrastructure.

As a Master Systems Integrator, L&T is the only company in India that provides smart, scalable and sustainable systems for urban buildings, public safety, transportation, green energy, emergency response and better governance. We can even design processes to select the right technologies, depending on the specific needs of cities.

The result: an enhanced quality of urban life.

Track Record

- Developed surveillance and intelligent traffic management systems in: **Ahmedabad | Gandhinagar | Vadodara**
- Surveillance and management system for critical infrastructure at Sabarmati Jail
- India's largest city surveillance project comprising 5000+ cameras across more than 1500 locations in Mumbai
- Built India's first Smart City - **Jaipur**
- Jharkhand State Wide Area Network 2.0
- EESL Smart Meter - **Haryana & UP**
- Metro Communication Systems - **Lucknow, Delhi, MEGA, Nagpur**
- Early Warning Dissemination System - **AP & Odisha**
- Other safe and smart city projects in: **Nagpur | Hyderabad | Pune | Visakhapatnam | Raipur Allahabad | Panaji**

L&T Construction, Smart World & Communication

Mount-Poonamallee Road, Manapakkam, P.B. No. 979, Chennai - 600 089
Email: swc@Lntecc.com Tel.: +91 44 2252 6000, 2252 8000

Regd. Office: L&T House, N. M. Marg, Ballard Estate, Mumbai - 400 001. INDIA CIN: L99999MH1946PLC004768



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