



India's

e Ratna

conferred upon

**Narendra Modi**

Hon'ble Chief Minister, Gujarat State

by



Computer Society of India

Proceedings of  
3rd Regional e-Governance  
Knowledge Sharing Summit

**KSS-2011**

# 3rd Regional e-Governance Knowledge Sharing Summit **KSS-2011**

## About KSS

The National e-Governance Knowledge Sharing Summit is an annual event organized by Computer Society of India's Special Interest Group on eGovernance (SIGeGOV). The summit aims to provide a forum for policy makers, practitioners, industry leaders and academicians to deliberate, interact and develop an actionable strategy for transparent and good governance. This was the third in the series of such summit hosted by Government of Gujarat at Ahmedabad.

## Objective

To grow rapidly and successfully, there is a need to respond proactively to the changing environment. This essentially calls for strengthening the capabilities, seizing and exploiting the opportunities. There is an inherent need to explore and share success stories, best practices and achievements spread across the country for better implementation of e-Governance initiatives. Based on the theme - Transforming Government and enabling Citizens, the summit will provide a forum for discussion among experts from administration, industry and academia. It will enable delegates to share success stories emanating from states and countries which have already taken a lead in e-governance. The National e-Governance Knowledge Sharing Summit intends to provide a forum for discussion on the e-Governance initiatives of Government of India, implementation strategies & challenges and to share learnings from National best practices in the area of e-Governance.

## Organizers

The National e-Governance Knowledge Sharing Summit was held under the joint auspices of the Department of Science & Technology Government of Gujarat and Computer Society of India's SIG eGov. on 17th & 18th October 2011 at Nirma University, Ahmedabad.



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President  
Computer Society of India



**Prof. Akshai Aggarwal**  
Vice Chancellor  
Gujarat Technological University



**Maj Gen(Dr) R K Bagga**  
Chairman,  
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Management Area,  
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**Jwalant Trivedi**  
Dy. Secretary  
Department of Science &  
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## Foreword

Ravi S Saxena, IAS  
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It was at the Annual Meet of the Computer Society of India (CSI) 2010 at Mumbai when Gujarat State got third consecutive 'CSI Nihilent Award for Excellence in eGovernance', that a suggestion was made that the CSI events of 2011 be hosted in Gujarat. It was felt that Gujarat needs to be showcased to rest of the world for a quiet revolution it has made in this area. The fact that every village of Gujarat has broadband connectivity, is a part of a large state-wide intranet, and is serviced by 24x7 electricity, was to be seen to be believed. The relevance of the eGovernance applications rolled out, in the lives of the people of Gujarat was needed to be perceived first-hand.

It was, therefore, concluded that the Knowledge Sharing Summit (KSS) 2011, the International Conference on eGovernance (ICEG) – 2011 and the Annual Conference of CSI 2011, all be held at Ahmedabad. Towards this end, for the first time, we attempted to organize KSS - 2011 in conjunction with the ICEG-2011 and held it in collaboration with the Nirma University, a premier technical institution of Gujarat. The idea was to enable the practitioners of eGovernance to interact with the academicians and find ways of implementing the theory in practice.

On the inaugural day we saw Chief Minister Shri Narendra Modi recognized for his outstanding role in promoting eGovernance in Gujarat. The title of **'India's eRatna'** conferred upon him by Computer Society of India was richly deserved by him for the eGovernance vision that he has created over the past 10 years. The three consecutive CSI awards are a part of the string of awards that Gujarat wins every year for the additions it makes in its bank of effective eGov applications. In the year 2010 alone, the State won 13 different awards bestowed by CSI, Bangalore IT.biz, eGov Magazine, Skoch Foundation, EDGE, Ministry of Communication & IT (Govt of India) and such prestigious bodies.

Without an able leadership, it is unthinkable to not only sustain the department's performance over a decade but also improve it every year. Chief Minister Shri Narendra Modi possesses the rare ability to recognise everyday problems of common man and is also gifted with a unique insight to address these issues most suitably. He has also been able to inculcate this approach effectively across the establishment of the State with his keen perceptions of the needs of the people. He has also been successful in creating a unique model of Governance with his completely out-of-the-box thoughts imbibed throughout the civil service by way of the 'Karmyogi' philosophy and his interactions with all of them during the 'Chintan Shibirs' in Gujarat.

The event started with an insightful and spellbinding Speech by the Chief Minister on what eGovernance meant to him, how he realized its importance much earlier in his tenure as the Chief Minister and how Gujarat has emerged as a role model on the subject under his leadership.

We were fortunate in having Sri R Chandrashekhar, Secretary, Department of IT, Ministry of Communication & Information Technology, Govt. of India as the Guest of Honour, who shared his vision for the way forward and the plans of the Federal Government both for the IT and Electronics development in the Country.

The energy and interest that was set in at the inaugural function continued through all the sessions. Every single session concluded with some very interesting lessons and witnessed a unique and healthy amalgamation of experts from administration, industry and academia. One tangible outcome of this summit has been the decision to send out a formal recommendation from Special Interest Groups like CSI and ICEG to the Central Govt for an action agenda on eGovernance implementation.

I would like to express my sincere appreciation of the diligence carried out by Mr M. D. Agrawal – President (CSI) for the honour CSI bestowed upon Hon. Chief Minister Sri Narendra Modi, as also upon the State of Gujarat for its quest for effective eGovernance. Thanks are also due to Padmashri Dr Karsanbhai Patel – President and his team Nirma University- Institute of Management, led very ably by Sri Nityesh Bhatt, who did not leave any stone unturned in making this event a success. Major General (Retd) R. K. Bagga – Advisor (Outreach Division), IIIT Gachibowli Hyderabad and Prof. M. P. Gupta – IIT (New Delhi) deserve our gratitude for the role they played in organizing this event. A distinct mention needs to be made of the huge efforts made by Ms Nita Shah, Director e-Governance, Gujarat Informatics Limited and her team, as also Sri Jwalant Trivedi and Mukesh Ved both Deputy Secretaries, and their team from the Govt of Gujarat in putting this whole show together.

I am grateful to all the national and international scholars, academicians, practitioners and participants at KSS 2011 and ICEG 2011 and also all the sponsors of the event.

I would also like to thank every individual who has been part of this event – directly or indirectly for the support extended in organizing the event and more importantly for making it achieve its objective appositely.



**Ravi S Saxena**





## Acceptance Speech of Narendra Modi on being conferred

### India's e Ratna

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Computer Society of India



I have been honoured here with the eRatna award, though I do not know why. Possibly since I am the CM and all the work that people working for me do, gets credited to my account – I may have been chosen for this award. I feel this award should actually go to the youth in my government who are working tirelessly, keeping pace with the advancements in Science & Technology and helping the government do its job more efficiently. I dedicate 'eRatna' award to the 'Yuva Shakti' of Gujarat.

It is true that the pace of development has picked up tremendously. If one looked at the 19th century, one wouldn't find much difference (development-wise) between the beginning and the end of the century. The way people lived, the way they worked - hardly anything changed during the entire century. Even if wars took place, they followed the same techniques, they used the same infrastructure – if one community fought battles riding on horses, they continued to do so, if another community used camels for the purpose they continued doing that – in a nut shell, no significant progress was seen in the human civilization for an entire century.

But if one looked at the 20th century, one could see the slight effects of industrial revolution and slowly and steadily one could actually feel the change happening. In the 20th century one could identify difference (although minor) between the beginning and the end of the century.

**The growth witnessed on account of ICT in the last 3 decades surpasses the development of the entire human history.** The credit for this phenomenal progress goes to the developments that have taken place in the field of Science and Technology – more importantly the Communication Technology and the Information Technology.



It has changed the whole set up and the entire thought process. And hence every situation needs to be responded accordingly.

Earlier if an incidence occurred, the news used to appear in the newspapers after 24 hours. That gave governments enough time to take any preventive actions or set things right. Today, however, the news about an incidence is flashed everywhere within moments of its occurrence. And before the government machinery can act on the matter, the incidence flares up outrageously. So you can imagine the kind of challenges that today's governments face.

We can either crib about the situation and curse the media for being so irrational or we can take measures to improve the system, become more efficient and swift in acting.

**It is our responsibility to adapt the governments response mechanism to the changing times. We should strive to keep ahead of time and if not ahead at least keeping pace with it.**

And unless we accept this need, there doesn't seem to be any inspiration to use technology.

I remember when I had, for the first time, taken over the post of CM in 2001-2002, I would ask my officers if they had the 'modern accessory' on their desks. Why call computer 'an accessory' because for several years, in most government offices, computer remained an ornamental piece, decorating the desktops of government officers. State governments followed the center's instructions to spend on IT infrastructure, but didn't actually see the use of IT.



## e Ratna

To ensure that my officers began using computers, I made it mandatory for my office to send all communication to them on email – nothing should go in hard form. This ensured my officers started using computers and gradually got used to using them. And once we get used to a certain thing, we don't find it difficult. Using IT / Computers is definitely not a complex thing. When illiterate men can be taught to use colour coded switches to operate machines in factories decades ago, I am sure for the educated people use of computers shouldn't be difficult. It is merely a matter of getting in the habit of using technology.

Mobile phone has become a prestige issue lately. Whether one owns a mobile phone or not, that question prevailed 15 years ago. Today the competition is on the make and the model of the mobile handsets. Interestingly most mobile phone users spend thousands of rupees to buy the best of handsets and know little beyond operating the 'Red' and 'Green' keys on the handsets that serve the very basic purpose of making and disconnecting a call. This implies that spending on technology is not a problem for people today. The problem is that we have not been able to develop the aptitude to use the modern technology. So it is important to change the mindset, **it is important to realize the benefits of embracing modern technology to make it part of one's lifestyle.**

Take the example of gas cylinders and how they faced resistance from women who were used to cooking on traditional stoves. Only when they started using the cylinders did they realize the convenience associated with cylinders and now of course there is hardly any house where cooking is done without using gas cylinders.

**This is law of nature – first we resist change, despite that if we are forced to embrace change gradually we get used to it and before we know it, it becomes an integral part and starts dominating our lives – it is the same with the use of technology. And one, who understands this simple law of nature, is capable of brining about change.**

I have seen in Gujarat how use of technology has made tasks simpler for us. 'ICEG' to me denotes 'I see...easy'. If one starts using eGovernance,

**In my opinion, eGovernance is 'Effective Governance', eGovernance is 'Easy Governance' and not only that, eGovernance is 'Economical Governance'.**

Let us take the example of cinema houses and hotel industry where

governments lost huge amounts of entertainment tax monies before implementing the **eReturn system**. And we have definitely profited from this system as the additional tax collected on account of implementing the eReturns system is much more than the amount we spent on implementing the system – this is how eGovernance is 'Economical'.

**eGovernance also brings in transparency.** Take the example of 'Bhilad Check Post' where we have deployed ICT solution and which has resulted in an additional revenue of Rs. 400 crore in the last three years as compared to the 'Ochhad Check Post' operated by Maharashtra government which sees the same number of vehicles but lesser collection.



**Communication technology can be used to save human lives too** and interestingly one of our officers from the Disaster Management Team had the privilege to demonstrate this to the Australian government, three years ago when Australia was struggling with the problem of frequent floods and didn't know how to carry out emergency evacuation in low lying areas. Giving example of the system we had deployed the previous year in carrying out emergency evacuation in the low lying areas of Mahi River,

he explained them that by using the mobile network of all the villages and simply sending text messages people can be informed about the approaching floods. With tremendous sense of fulfillment I want to tell you that despite having flood situation four times in a single year in River Mahi, by sending a Gujarati message in English script, we managed to inform even the illiterate villagers about the flood situation well in advance and this resulted not only in saving every single human life in that area, but also the lives of the entire livestock.

Sometimes people get tempted when an item is offered at a good bargain, and unknowingly one ends up buying stolen items too and get oneself arrested. To avoid this problem while purchasing vehicles, we have developed software which can inform the buyer of a second-hand vehicle about the previous owner just by sending a text message on a certain number.

**So you see there is tremendous scope to improve systems by using ICT for the benefit of the masses.**

We have utilized ICT services most effectively in providing the **108 Emergency Service**. I am proud to share with you that we have even won an award when our less-than-a-decade-old service was compared with 150-year-old 911 Emergency Service of America and 110-year-old Emergency Service prevalent in Europe and it was found that 108 staff answered the call in maximum 3.5 rings and 108 reaches any nook and corner of Gujarat to rescue the caller – be it the case of a snake bite, emergency delivery or case of fire – in maximum 13 minutes. No other Emergency Service in the world could match our staff's efficiency levels which have been aided by excellent use of ICT.





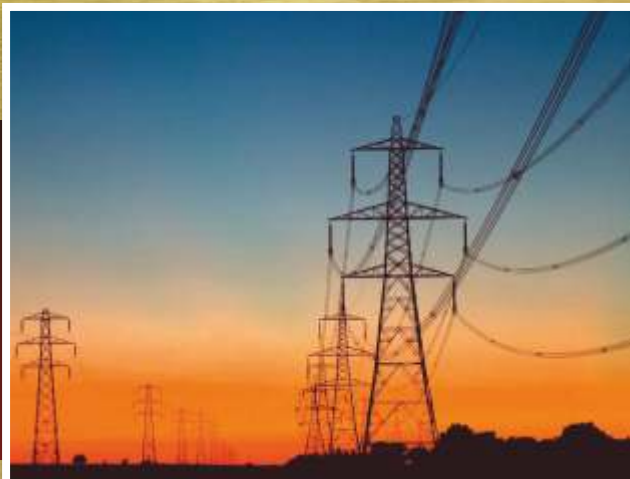
I will give an example of how **technology can be used to increase people's confidence levels**. Since 2003, I have been inviting people to send their grievances online through an application called 'SWAGAT'. Last year we received 2 lakh online complaints through the system and I take pride in sharing with you that the government responded with positive replies in 185000 cases. Even a petty farmer can today talk to any officer or bureaucrat with confidence and threaten them with 'going online' ie writing directly to the CM by using **SWAGAT online**, if they failed to serve their duties as expected – and the source of this confidence is the SWAGAT system.

**I strongly believe that for a successful democracy, effective grievance redressal is absolutely essential and after seeing the successful and effective implementation of this system in Gujarat, other governments are also replicating it in their respective states.**

**If we want we can empower people using technology.** Today for the first time I am going to share with the world some details of our 19-module project called '**eUrja**' which I am sure the entire nation will talk about 4 to 5 months from now. We implemented the pilot of this project in April 2011 and this is what it does. The eUrja system helps us monitor online the efficiency levels of our power plants. With the data available about the quantity of raw material etc, this eUrja application can tell us till when the raw material will last – till when electricity will be produced etc. It has also helped us in increasing the load factor of even 50 years old power plants from a mere 60% in 2001-02 to as much as 85% today - thus saving thousands of crores of rupees. Not only that the technology has helped in saving time and raw material and provided increased efficiency levels.

We have not changed the power production technology. All that we have done is that we have connected the production system to the procurement and distribution system and this connectivity through technology has resulted in increased efficiency of the power plants. Once fully implemented we will also be able to detect any unusual increase in the power drawing from under a particular transformer and will thus be able to detect power theft and penalize the concerned.

**Additional production can happen later but I feel even if we can learn to manage the existing plants more efficiently, with the use of technology, we will be able to save our country from plunging into darkness.**



**In Gujarat we save a lot of time and efforts by using eBudgeting. It makes searching and analysis of matter much swifter. We have about 85000 tax payers who pay over Rs. 600 crores in taxes using eReturns system.**

In fact in about 100 villages of Gujarat we are even collecting electricity bill payments online and providing online receipts – **we are leveraging the broadband connectivity.**

**The biggest challenge in front of our country is to integrate the different eGov applications used in different states.** Today every state has its own set of s/w modules and applications. Due to this convergence, co-ordination, integration and information sharing amongst the different systems is not possible. As a result if Gujarat has made exemplary advances in the field of Forensic Sciences, we are unable to share the benefit of our accomplishments with other states. We have saved the lives of lions using ICT. But do not know if other states can benefit from this system.



The Home department has different software in every state of India, as a result the same criminal's profile is captured differently in different states. Net result is that these states are unable to identify criminals from other states because their systems cannot recognize the information captured by other states due to difference in the software system.

The Central Government has asked all the states to follow **Gujarat's PDS (Public Distribution System) model**. All that we have done is that we have connected our PDS system to technology and here is how it works. The beneficiary first collects a coupon from the panchayat which has details about the beneficiary and his entitlements – everything on computer. There is no scope of cheating here as the beneficiary is identified with his thumb impression only. Now using this coupon when he claims his share with the fair price shops, he gets what he is entitled to. Also the fair price shop owners get their supplies from the government purely based on the coupons that they collect from the beneficiaries in lieu of material that they distribute amongst them.

**This is how application of ICT can make the whole system fool-proof with nil scope for malpractice.**

**Technology saves time and inconveniences both.** We are the first state in the country to have established a network to inform people on mobile phones about their court dates, call it **eJudiciary**. Also we have decided to

provide to all the courts & bar associations of Gujarat a copy of all gadgets and the books and information that they require for reference in e-format ie providing them a complete e-library from State Government.



**In fact I have asked my department to prepare a project report on converting all the libraries of Gujarat into eLibraries and connecting them to each other which will let students access instead of**

**the earlier 500 books to as many as 20 lakh books from any library. So you see technology has application in all walks of life.**

Talking about indigenous deployment of ICT, I have seen highly talented youngsters in my state who do not have any formal degree from any educational institute and who have yet designed innovative systems that enable farmers to switch on and off pumps in their fields remotely using their mobile phones. Few others have designed effective burglar alarm systems. **I feel nationally we should create a talent pool of such gifted people and even devise a mechanism to recognize their works.**

**The outlook of an individual matters a great deal. Social Media, which I see as a great opportunity to interact with the society, is seen by many other political leaders as a big threat.** A glass when not filled up to the brim – to few is 'half empty' and to others 'half-filled'. But again I call it 'half-filled-with-water' and 'half-filled-with-air'. So you see a person's perspective is very important.



**We need to develop an aptitude to make the best use of technology in all walks of life for improved living standards. It is amazing how after technological inputs, efficiency levels can be taken to great heights.** example of **BRTS** is apt here where 80 buses of BRTS ferry 1.50 lakh commuters against 900 buses of AMTS that collectively ferry 6 lakh passengers.

Application of Science & Technology are universal and I only hope that in this 2-day knowledge sharing summit we all get to know and learn about better ways of implementing eGovernance for the benefit of the society.

**I would like to see better deployment of ICT in the healthcare services and I am confident it can be achieved. Internet and popular search engines like 'Google' have today empowered the users with all the information and knowledge in the world – haven't we seen people referring to google to find the solutions for health problems – which earlier remained the forte of grandmas and doctors.**

Once again, I thank CSI for the eRatna recognition and would like to dedicate it to the people it belongs to ie **The 'Yuva Shakti' of Gujarat.**



**Shri R Chandrashekhar**  
**Secretary, Department of IT,**  
**Ministry of Communication & Information Technology,**  
**Govt. of India**

Each year KSS has grown from strength to strength and has helped states learn from each other's experiences. India has done exceptionally well in two sectors – IT & Telecom. Within a decade, the two sectors have seen unprecedented growth in India. While IT has become a USD 100 billion industry today from less than USD 1 billion in the year 2000, telecom sector today boasts of 900 million subscribers against less than 100 million subscribers at the turn of the century.

In both the sectors, the factors responsible for growth have been different. While IT grew because of global situation and our favorable position in the market, Telecom witnessed growth because of domestic needs and prevailing market conditions. Both the sectors grew independent of each other but now time has come to bring them together for accelerated growth.

An important factor in the growth of telecom industry in India has been the fact that we have made mobile phone services very affordable (mobile service cost is the lowest in India). We have set a target to provide every individual in the country a mobile by 2020 and providing various services including financial transactions on mobiles. To ensure this happens we will need to bring down the cost of these services further.

Governance is only one application of ICT. We need to see what else we can do with it. There are many problems around us that can be addressed with the combination of IT and Telecom.

**India has developed IT solutions for many countries – however the problems were identified by the countries themselves and we just helped them solve those problems. We need to start doing the same exercise for India- the first step is to define the problems.**

It is critical for us to make strides in Electronics segment as India's share is less than 1% in the global market as compared to China's more than 33%. With such huge dependence on Electronics import our security is at stake. In years ahead India's import of Electronic equipments will surpass our fuel import bill and this is a matter of huge concern. To ensure progress in Electronics we need to encourage R&D, Incubation and Entrepreneurship.

There are three things which are absolutely important for the government to be able to use technology to serve the needs of the citizens. Creating strong governance base, understanding the power of technology and what all can be done with it, and bringing this power into governance.

**Talking about Indian states and their performance in ICT & eGov – around 1/3rd doing very well (Gujarat being the leader), 1/3rd are in the process of implementing, and 1/3rd are unaware of the potential of eGov. I think it is up to the leading states really to enthuse and motivate the other states.**

Now that we have become mobile country, the mobile ultimately is in vision to be the instrument of empowerment for people in the country – the device which not only helps people to communicate, to transact financially, to hold his money, to identify himself and to do a variety of things with or without a high degree of IT literacy or even just literacy that transcends all those barriers.

## Isha Agrawal - Conference Rapporteur 3rd Knowledge Sharing Summit on eGovernance



The Third Regional Knowledge Sharing Summit on eGovernance, organized by the Department of Science & Technology, Government of Gujarat, on the theme – 'Transforming Government and enabling citizens' saw participation from a reputed and befitting panel of speakers comprising of State IT Secretaries, Senior Officials from Government and IT Companies like TCS, Microsoft, Oracle, Economists, Authors, Editors, Bloggers and Academicians

from Premier institutes like IIMs and IITs giving the summit an all-round perspective.

The two-day summit was attended by important regional and national dignitaries including Shri R. Chandrashekhar, Secretary, Department of IT, Ministry of Communication & Information Technology, Govt. of India, Shri A. K. Joti, Chief Secretary, Govt of Gujarat, Shri Karsanbhai Patel, Founder – Nirma, Senior Government Officials, Corporates, Academicians, Industry



Representatives, Students and Citizens for whose benefit the whole summit was planned.

The inaugural function was graced by honourable Chief Minister and the highlight of the function was the title of **'India's First e-Ratna'** bestowed upon him by the Computer Society of India. Indeed a befitting recognition backed by a decade-long track record of excellence in promoting eGovernance in Gujarat and introducing ICT applications in all walks of life of the citizens with the sole and honest motive of improving their lives.

Honourable CM's Speech on the inaugural occasion gave a further insight into his deep-set commitment to improve the lives of citizens through effective use of eGovernance and his extreme thoroughness and understanding of the subject. The depth

of his perceptions of the everyday issues of the common man and his desire to address those in the most user-friendly manner has played an important role in ensuring that the entire eGovernance programme in Gujarat is absolutely people-centric.

**Today Gujarat boasts of ICT-enabled solutions in all major sectors – Power, Transportation, Healthcare, Land Management. It has one of the best Grievance Redressal Systems in the world 'Swagat Online' and award-winning Public Distribution System and Emergency Services '108'. Right from realizing the importance of having a State-Wide-Area Network to ensuring broadband connectivity to every single village; things that the governments in other states and at the**





Center are realizing now, have been implemented in Gujarat many years ago.

Under his leadership citizens have ceased to worry about availability of power & water – the very basic needs for human existence. A lot has been achieved and another lot is underway – behind all these accomplishments, the holistic vision and the

strong determination of our honourable CM is clearly visible. No wonder, the state is envied by others for having a leader like him.

Shri R Chandrashekar, the Guest of Honour, with his long involvement with IT, shared with the audience the success stories of IT and Telecom industry in India. He discussed the factors responsible for the tremendous growth and



Government of India's future plans concerning the industry. He spoke about taking the broadband to every single village in the country and further penetrating mobile telephony as the mobile is in the vision to be the 'instrument of empowerment' for people that will be used not only for communicating but also for carrying out financial transactions and acting as an ID proof. He also expressed an urgency in promoting the 'Electronics' segment for economic as well as security reasons.

In the sessions that followed, eminent speakers from varied industries talked about the need to remove the urban-rural-digital-divide to ensure inclusive growth. There were discussions about making government services 'smart' by increasing service delivery points and taking the services to the doorsteps of the citizens. Need

for 'open data', a 'shared and integrated database', use of social media as a tool for citizen engagement, security issues and technology management for eGov 2.0 were topics discussed in detail. In various sessions, the audience got a glimpse of the different eGov projects that have been successfully implemented in Maharashtra, Tamil Nadu and Gujarat and almost every session acknowledged Gujarat's leadership in eGovernance.

The discussions at the various sessions helped the audience better understand the meaning of eGovernance 2.0 and how it differed from eGovernance. Role of Social Media, increasing need for citizens' participation in governance, necessary conditions to be followed before embarking on eGovernance projects, need for





Open Data and a common database of citizens' credentials were few other important points which speakers visited frequently.

## Plenary 1

The session chaired by Shri R. Chandrashekhar, acknowledged Social Media emerging as a powerful tool world over and need for the governments to use it with care. Professor Subhash Bhatnagar said inclusive growth implied equal access to opportunities to all people. Mr Tanmoy Chakrabarty informed about people's rising expectations from their governments and advocated partnership between government and private sector to reach every doorstep. Mr Ajay Sawhney expressed the need to identify new ways to bridge the gap between service providers and service seekers. Mr Surend Dayal suggested

need for the Governments to adopt a citizen-centric approach. Shri R.M. Patel shared how Government of Gujarat was ensuring inclusive growth by use of technology. Shri Ravi S. Saxena said that day is not far when all hierarchy levels and intermediaries will flatten and when government's role will become that of a mere administrator of systems.

## KSS 1

Shri Jaijit Bhattacharya moderated the discussion towards use of advanced technologies in the field of governance and laid the foundation for the best practices in egov 2.0. Shri Rajesh Aggarwal spoke of the need to eradicate time-wasting processes in government services and creating smart ecosystem. Shri Santosh Baboo expressed the





need for State Government portals to act as a 'One Stop Shop' and advocated the idea of promoting smart offices. Ms Jayanti Ravi explained how Government of Gujarat was effectively using ICT to impart training and education to students and teachers in remote parts of the state. Mr Sunil Kakkad said that if technology is developed keeping the end-user in mind, it will definitely serve the purpose. eGov 2.0 involves a paradigm shift where governments leverage power of IT to build better information models.

## KSS 2

Dr. Varesh Sinha, the chair of the session, identified Village Computer Entrepreneurs as the agents of change in rural India and expressed the need to bridge the rural-urban-digital divide for the success of any

eGovernance initiative. Ms Anju Sharma spoke about the successfully conducted pilots of various telemedicine projects in Gujarat which are now being implemented on a larger scale. Ms. D Thara explained eGov 2.0 was about transiting from information mode to interaction mode. She shared how the department made it mandatory for the citizens to file their returns on line to encourage them to use the eMode. Shri Rajnish Mahajan spoke about the various successful ICT projects of Gujarat – 'Swagat', 'Apno Taluko – Vibrant Taluko', 'PDS', 'Licensing for food and drugs', 'OJAS' and 'E-judiciary'. As senior officials from Computer Society of India marveled at Gujarat's ability to sustain the momentum in IT for over a decade, Dr Neeta Shah, Director - Gujarat Informatics Ltd. credited it to the solid backing from Political and Administrative leaders besides other things.





## Plenary 2

Shri Rajesh Aggarwal said 'Restructuring Governance 2.0' is about role of citizens in running the government. He gave example of 'Mumbai First' – a committee, comprising of all big industrialists, that is consulted before any major decisions are taken by the Maharashtra government on various issues. Mr Rahul Chitale spoke about the guiding principles for Open Data which include infrastructure, reuse of data within the infrastructure, transparency and collaboration. Shri Rajkumar spoke about the need to empower citizens and laid down necessary conditions for the success of any governance initiative viz. making the beneficiary an integral part of the vigilance team, ensuring transparency at each stage, establishing accountability in real time and bringing about change management framework of 'Risk' and 'Reward'. Shri Lalit Sawhney said that he sees the need for restructuring Governance in 3 ways: Standard CIO's role in Innovation of new projects; Enterprise Business Support Systems and Enterprise Business Architecture for

convergence of applications" Shri Ravi Saxena, chair of the session, said technology naturally brings in transparency in governance and day is not far when we will see elections throwing away corrupt governments because of technology and citizen empowerment.

## Plenary 3

Mr Pavan Duggal informed the audience about the 'IT Act 2011' and the various changes made in the act since the year 2000. He spoke about the need for handling personal data of users carefully and also elaborated on what all is classified as sensitive personal data. Ms. Vineeta Dixit listed the three important steps involved in citizen engagement as 'Information Sharing', 'Consultation' and 'Joint Assessment'. In eGov citizen engagement framework she expressed the need to ask citizens what they desire, finding out how they want it done and involving them in service delivery. Mr Sanjay Gaden listed down 'Information', 'Consultation', 'Involvement', 'Collaboration' and 'Empowerment' as the five



steps in the citizen engagement process. Mr Pankaj Gupta said Governments need to make proper preparations before embarking on the path of eGovernance. Prof. Akshai Aggrawal, who chaired the session, said it is important to ascertain if there is something below the surface which is tainting transparent system even after ICT deployment.

### KSS 3

Chair of the session, Shri Rajesh Jain, identified the necessary conditions for the success of Social Media as a tool for effective eGovernance as : Having unique leaders who know how to use web presence appropriately, having citizens who are willing to spend some time for bringing about change and having intermediaries who can write about such collaborative success stories. Dr Hiren Joshi exhibited how Gujarat's Chief Minister Shri Narendra Modi made effective use of the world wide web to provide a platform to citizens to participate in the State's developmental activities through his portal

[www.narendramodi.in](http://www.narendramodi.in). Mr Ravi Gopalan said digital leaders can act as a catalyst to begin the process of change. Mr Nikhil Pahwa gave



interesting inputs regarding social networking and its good effects on governance. Mr Atanu Dey stressed that Digital Media should be used to unite rural and urban India and not to divide. He also spoke of the economical implications of digital media.



## KSS 4

Shri Manoj Agarwal chaired the final session with security issues for egov 2.0 where he merged the idea for an accountable government with honest citizens. Shri H P Sanghvi gave a general view of the security issues while Mr Sanjay Bahl laced it with incidence management and how updated servers and interfaces are more protected. Mr Abhilash Sonwane gave a clarion call to safely handle data and mailings to reduce threat of data theft and misuse whereas Mr Vinay Dua spoke for protection of good stuff and discarding bad

stuff. The session laid a foundation for good research options and a need for a creation of talent pool to be aware and empowered for a good governance.

## Plenary 4

Chaired by Prof Akshai Aggarwal, the session saw an interesting sojourn of 50 years into the past and future of technology and governance and the responsibilities of citizens and India's political system to deliver the best. In this concluding session of the seminar, it was suggested that we should form a group for Citizen Engagement Framework to move into an Open Data Regime. The need for the Governments to relinquish certain tasks like issuing certificates etc was also discussed. The session also discussed the need to bring different departments on a common platform to make a common database.

With such information-packed and conclusive sessions, the Third Regional Knowledge Sharing Summit on eGovernance, will be remembered by the fraternity as an important milestone in the journey of transforming India from a 'governed' to an 'eGoverned' nation.





**Inaugural Session** : 17, October 2011

## 3rd Regional e-Governance Knowledge Sharing Summit



### **A.K. Joti**

GSWAN – one of Asia's largest IT infrastructure network successfully connects the 25 districts and 225 talukas of Gujarat – thus acting as a backbone of the entire eGovernance service setup of Gujarat Govt.



### **Prof Akshai Agrawal**

Gujarat is the acknowledged leader of eGovernance in India.



### **Gen. R. K. Bagga**

It is important that the states share their experiences in eGov initiatives with each other periodically.



### **R Chandrashekhar**

To ensure progress in Electronics we need to encourage R&D, Incubation and Entrepreneurship.



### **M. D. Agrawal**

Computer Society of India is proud to bestow upon the honourable CM, the title of 'India's first eRatna'.



### **Ravi Saxena**

Our citizens should not only receive response to their queries within a day but they should also be happy with the response they receive – that is the vision of our CM for eGovernance - 'Vibrant Governance'.



**Chair** : **R. Chandrashekhar**, Secretary, Department of IT, Ministry of Communication & Information Technology, Govt. of India

**Co-Chair** : **A. K. Joti**, Chief Secretary, Govt. of Gujarat

**Session Moderator** : **Ravi S Saxena**, ACS, Department of Science & Technology, Govt. of Gujarat

**Speakers** : 1. **R. M. Patel**, ACS, Panchayats Department, Govt. of Gujarat  
2. **Ajay Sawhney**, CEO, NeGD, Govt. of India  
3. **Prof. Subhash Bhatnagar**, IIMA  
4. **Tanmoy Chakrabarty**, VP & Head -Govt. Industries Solution Unit, M/s. TCS  
5. **Surend Dayal**, Vice President, Oracle Policy Automation





### **R. Chandrashekar**

Social Media, a double-edged sword that governments will have to learn to use wisely failing which chances of cutting the wrong way are greater.

### **Prof. Subhash Bhatnagar**

The problem of access to technology or the 'Digital Divide' is not the basic problem. The problem is our inability to deliver any worthwhile services.



### **Tanmoy Chakrabarty**

If the government wants to accelerate inclusive growth, it should open up more service delivery points – through post offices, cybercafés etc. and should partner with the private sector to reach to every doorstep.

### **Ajay Sawhney**

Let us leverage the tremendous opportunities presented in the form of mobiles and tablets for financial inclusion, for removing intermediaries and for reaching to the citizens directly.



### **Surend Dayal**

Today Social Media is being used by New York City Mayor to better manage potholes in the city and by Australian Education Department to create a social network between students, parents and teachers for better delivery of education services.

### **Shri R. M. Patel**

We are trying to convert e-Gram centers into Self Development Centers and provide more than 50 services through these centers.



### **Shri Ravi Saxena**

Day is not far when all hierarchy levels and intermediaries will flatten and when government's role will become that of a mere administrator of systems – we need to begin preparing for that Grand Finale.

## KSS Session 1 Best Practices in eGov 2.0

**Session :** Dr. Jaijit Bhattacharya, Director, Hewlett Packard and Adjunct faculty IIT-Delhi  
**Moderator**

1. **Rajesh Aggarwal**, Secretary (IT), Govt. of Maharashtra
2. **Santosh Baboo**, Secretary(IT), Govt. of Tamil Nadu
3. **Dr. Jayanti S. Ravi**, Commissioner Higher Education, Govt. of Gujarat
4. **Sunil Kakkad**, Chairman & Managing Director, M/s. Sai Info System India Ltd.



**Dr Jayanti S. Ravi**

Six core principles of good governance involve citizen participation, fairness, decency, accountability, transparency and efficiency.



**Sunil Kakkad**

Governments need to start treating Governance as a business activity to bring in more efficiency and shift from 'Publishing' to 'Sharing' mindset.



**Dr Jaijit Bhattacharya**

Can we reduce the cost of access to technology? By doing so we will move towards eGov 2.0

**Rajesh Aggarwal**

Time-wasting jobs need to be eradicated from government processes where to get a chalan, a citizen has to stand in queue for hours.



**Santosh Babu**

Let us promote smart offices, paperless offices – where citizens need not have to visit government offices at all. All the services should be available online.

**KSS Session 2**  
**Best Practices in e-Governance**



- Chair** : Dr. Varesh Sinha, ACS, Home Department, Govt. of Gujarat
- Session Moderator** : Dr. Neeta Shah, Director (e-Gov),GIL, Govt. of Gujarat
- Speakers** : 1. D Thara, Sp. Commissioner, Commercial Tax, Govt. of Gujarat  
2. Anju Sharma, Mission Director, NRHM, Gujarat  
3. Rajnish Mahajan, SIO, NIC, Gujarat





**Dr Varesh Sinha**

Keeping the end-user in mind is very important while designing any solution. The various IT projects in Gujarat are successful mainly because they have been devised keeping the end user in mind.

**Anju Sharma**

Not always a citizen seeks Government but in certain cases the Government has to seek citizens..especially in sectors like health where the actual demand that exist is much less than optimal demand. A big challenge before the society & the Government is that the demand in health sector is not as much as it should be. So a big challenge is to create the demand”



**D Thara**

We want the eMode to be the sole mode. To ensure this happens, the back-end should be fully computerized and there should be complete integration of data.



**Rajnish Mahajan**

Day is not far when people's credentials will be maintained online and accessed from a single data source.



**Dr Neeta Shah**

Gujarat's secret behind sustained momentum in IT since a decade can be credited to supportive leaders, constant monitoring and review, good infrastructure and constant capacity building.



**Chair** : Ravi S Saxena, ACS, Department of Science & Technology, Govt. of Gujarat

- Speakers** : 1. Rajesh Aggarwal, Secretary (IT), Govt. of Maharashtra  
2. Rahul Chitale, Director, Cloud Services for public sector, Microsoft India  
3. Rajkumar, Secretary, Food and Civil Supply, Govt. of Gujarat  
4. Lalit Sawhney, VP, IFIP





**Rajesh Aggarwal**

When public, media and private sector collectively participate in governance, we move towards eGov 2.0

**Rahul Chitale**



Out of the top ten sites visited in India, three are government sites – with IRCTC on the top.



**RajKumar**

Citizens expect their governments to be transparent, honest, and deliver what they are meant to. The perceived sense of injustice needs to be eradicated.



**Lalit Sawhney**

“ I see the need for restructuring Governance in 3 ways: Standard CIO's role in Innovation of new projects; Enterprise Business Support Systems and Enterprise Business Architecture for convergence of applications”



**Ravi Saxena**

You need the right environment for an idea to flourish and that is provided by the right leadership.

## Plenary Session 3 Framework for Citizen Engagement for Participatory Government



**Chair** : **Prof. Akshai Aggrawal**, Vice Chancellor, Gujarat Technological University and General Chair – ICEG-2011

**Speakers** : **1. Pavan Duggal**, Advocate -Supreme Court of India

**2. Vineeta Dixit**, Principal Consultant, NeGD, DIT, GoI

**3. Sanjay Gaden**, Principle Consultant, SeMT, Gujarat

**4. Pankaj Gupta**, Principal Consultant and Global Head of Sales and Delivery, TCS





**Pavan Duggal**

There is lack of awareness about Cyber Laws amongst people as well as government officials hence it is recommended that universities should begin imparting courses in Cyber Laws.

**Vineeta Dixit**

The proposed framework on citizen engagement provides the flexibility to citizens to engage in whichever way they want.



**Sanjay Gaden**

Citizen Engagement is an evolutionary system. Governments should manage the citizen ecosystem in a neutral manner.



**Pankaj Gupta – TCS**

There are serious problems in balancing the needs of the citizens and what governments can deliver.



**Prof Akshai Aggrawal**

Impact assessment will work only when you have respect for your customers.

### KSS Session 3 Role of Digital Leaders & Bloggers in eGov 2.0



**Session Moderator :** Rajesh Jain, Managing Director, NETCORE Solutions

1. **Hiren Joshi**, OSD (IT) to hon'ble CM, Govt.of Gujarat
2. **Ravi Gopalan**, President, M/s. Argusoft India Ltd
3. **Atanu Dey**, Economist, Author "Transforming India" & Blogger
4. **Nikhil Pahwa**, Editor & Publisher, Medianama.com, Delhi





**Rajesh Jain**

We as citizens should demand good governance and good leaders.

**Hiren Joshi**

'Ideas to exhibition' and 'Volunteer to discover self' – are two sections on the CM's portal where various tasks are published online and those interested can volunteer for the same. In fact the whole portal ([www.narendramodi.in](http://www.narendramodi.in)) is managed by volunteers.



**Ravi Gopalan**

Digital leaders can act as a catalyst to begin the process of reform



**Nikhil Pahwa**

Internet is making authorities obsolete same as connectivity is making distances obsolete.



**Atanu Dey**

Governments will always be required to run the society in an orderly manner. However the governments should be run to serve the interests of the people and not the other way.



**Chair** : Manoj Agarwal, IPS,IGP, SCRB-Gujarat

**Session Moderator** : Sanjay Bahl, Chief Security Officer, Microsoft India

**Speakers** : 1. H P Sanghvi, Asst. Director, Cyber Crime, GFSL  
2. Abhilash Sonwane, Sr. VP Product Manager,Cyberoam  
3. Vinay Dua, Head- Technology Architectures, Public Sector, Cisco India





### **Manoj Agarwal**

“We do have an IT act which talks about some amount of crime and punishment in the act but it is not covering the total gambit.

### **Sanjay Bahl**

Malware and attacks are getting more & more sophisticated. 11% of the spambots are originated from India. Crime is no longer an amateur stuff but it is now in the area of experts and specialists for personal gains & huge amounts of money.



### **H P Sanghvi**

In Government we have huge amount of information which is critical and which we need to secure and for that we need to understand what to secure and how to secure.



### **Abhilash Sonwane**

“Data security doesn't just apply to organizations, doesn't just apply to Governments, doesn't If the risk of stealing the data is higher than the reward, then finally a person would not steal it. The idea behind any data loss prevention strategy is to increase the risk and minimize the reward.



### **Vinay Dua**

Setting up security is not just about putting few firewalls, IDS and IPS devices, but it has to start from ground up where when you are setting up the entire network. So that the devices themselves have inherent security integrated in them. It requires an architectural approach.

## Plenary Session 4 Technology Management for eGov 2.0



**Session Chair :** Prof. Ashok Aggrawal, Chairman, Engineer without border & Advisor – BITS – Pilani

**Co-Chair :** Dr. R.K.Bagga, Chairman – SIG-eGov, CSI

**Speakers :** 1. S P Singh, Advisor (eGovernance & IT Infrastructure)

2. Angiah Santhanswamy, Head, Govt. Solutions India, Adobe Systems(I) Pvt. Ltd

3. Rajendra Dhavale, Director – Technical Sales, CA India & SAARC





### **Prof. Ashok Aggrawal**

I would like to change a myth that the younger person uses Social Media more than the older does but the reality is that the age 35 years onwards growth of Social Media usage is exploding at the rate of 235%. So if you look at future next 3-4 years, with technology advances and with the social media, the generation gap would disappear.

### **Dr. R.K.Bagga**

In five years from now, I see every computing device will communicate and every communicating device will compute!



### **S P Singh**

We have 4 Cs in the corporate sector – that is CEO, CFO, CIO and CTOs where as in Government we have none. That really creates a challenge. Whosoever takes that initiative is also supposed to be taking that burden and delivering what has been asked to deliver.



### **Angiah Santhanswamy**

Citizen interaction systems are not about technology, it's about people engaging with interactions, ease of use and immediacy of information.



### **Rajendra Dhavale**

If we have to deliver quality services to the citizens, there has to be service level management and service level agreement technologies in place and that is going to be the total IT Supply Chain.



3rd Regional  
e-Governance Knowledge  
Sharing Summit

# KSS-2011

on 17-18, October 2011





8th International Conference on e-Governance & 3rd Regional e-Governance Knowledge Sharing Summit

**ICEG-2011** & **KSS-2011**

Logos for Osi, University of Kerala, and GIL are visible on the left side of the banner.





# Ghazal Evening

on 17, October 2011

8th International Conference on e-Governance & 3rd Regional e-Governance Knowledge Sharing Summit  
**ICEG-2011 & KSS-2011**

Government Transformation - Agenda for eGov 2.0  
(17-18 October 2011)







Department of  
**Science & Technology**  
Government of Gujarat



**Gujarat Informatics Limited**



Indian Institute of  
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International  
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