

Overview of e-Governance Initiatives

The Government of Haryana has given a special emphasis on implementing Mission Mode e-Governance Projects, identified under the National e-Governance Plan (**NeGP**). Haryana has an IT vision and a dream. A vision in which all citizens can access Govt. and private sector services from their own villages and towns. A dream to empower its people to have a quality life and to have an access from their villages to economic opportunities within the State, country as well as globally. The state's **e-Governance Vision Statement** is

“To achieve Efficiency, Transparency and Accountability in governance by providing ICT enabled access and opportunities for all, anywhere, anytime “

Haryana Government has taken proactive initiatives to reduce the digital divide in the society for which the State Govt. has taken up many Mission Mode Projects under National e-Governance Plan of Government of India. A well-defined, transparent & efficient system for the systematic approval of the departmental IT action plans has been put-up in place through various High Power committees which include State Level IT Steering Committee (IT-PRISM), State Technical Committee, society for IT initiative fund for e-Governance initiatives at State level, District IT Society in each district.

Haryana has been treated as **leader in e-Governance readiness** index 2006 of the country. The state has progressed from 15th position in 2003 to 4th position in 2006 in India as per e-readiness report of Govt of India. The state has been **Winner of “Best e-Governed State Government” TELECOMM India Excellence Award** 2007. Till date, state has received **18 prestigious national e-Governance Awards**. Haryana has been **ranked number 4 in the Dataquest-IDC e-Governance Survey 2008**. The state has progressed from 18th position in 2007-08 to 4th position in 2008-09, ahead of Andhra Pradesh, Karnataka, Goa, Gujarat, Maharastra etc. The state has **successfully organized 11th National e-Governance Conference during Feb. 2008**. The State Sector Mission Mode e-Governance projects namely

A significant progress has already been achieved on a number of projects. The Property Registration System **HARIS** is being implemented at all Tehsils & Sub-Tehsils. The Land Records computerization has been accorded top priority. The implementation of Haryana Land Records Information System (**HALRIS**) has been implemented at all districts. Haryana is one of very few states, where the property registration system and Land Records System have been dynamically integrated.

The Road Transport regulatory functions (Driving License and Vehicle Registration systems) have been started at 41 locations. The state have a plan to implement Smart card based national standard systems (Sarathi and Vahan) for Driving License and Vehicle Registration on Public-Private-Partnership model. The On-Line Treasuries Information System has been implemented in all treasuries and sub-treasuries of Haryana. The computerization of Below Poverty Line Households Census Survey has been completed. The Value Added Tax Monitoring & Collection System is being implemented at all districts. The establishment of ICT infrastructure at all Municipalities has been planned.

The Agriculture Marketing Network project for dissemination of prices of agriculture commodities has been initiated at 106 Mandies and 25 sub-centres. The Police Network has been established connecting all districts and Ranges with Police headquarters. Software packages for improving efficiency and transparency in Police Administration have been developed including a dynamic web portal for Citizens. The Haryana Pensions Processing & Information System for old age citizens, Widows, Physically handicapped pensions etc is being implemented for more than 14 lacs pensioners. The e-tendering has been introduced in PMGSY tenders of PWD(B&R) on pilot basis. The full scale e-Procurement system in Department of Supplies & Disposal will be launched very soon. A comprehensive computerization of Health Department has been started under the e.Health.Net (Improving Patients Care at government Health Institutions) project.

Haryana is **first state to** introduce on-line off-campus Counseling system and on-line Entrance examination system for admission to technical / professional courses. This project has **received Gold Icon Award** at 11th National e-Gov Conference. The project has also received **“Best e-Governed Project – Excellent Project” Award** of CSI-Nihilent Excellence awards – 2008. The Mustered Procurement Management System implemented in Rohtak District has received **Silver Icon Award** at 11th National e-Gov Conference. Administrative Reforms and publishing of all Results, admit cards, provisional certificates on web, received **Skoch Challenge Award** in March 2008.

Govt of India has selected Haryana for implementation of **Smart Card based PDS** and Ration Card System on pilot basis. The Govt of India has also sanctioned a pilot project **IntraGov Haryana Portal** with integration G2G & G2E applications under e-Office suite. Web enabled MIS for NREGA (National Rural Employment Guarantee Act) Scheme is implemented in all districts. BPL (Below Poverty Line) House holds Census Survey has been computerized for all districts. The Smart Card based RSBY (Rasthya Swasthya Beema Yojna) Scheme has been implemented in four districts (Yamunanagar, Bhiwani, Faridabad, Panipat) and also being extended to other districts. The project for issuing of Unique ID Cards to Sr. Citizens have been started in all districts.

Police G2G Suite of software packages has been implemented for facilitating police functioning. Dynamic Police Web Portal with citizen interface and websites of all districts Police SP Offices has been launched. CIPA (Common Integrated Police Application) project is being implemented at all major Police stations.

The e-District project has been introduced in the state. A comprehensive network (LAN), a modern IT training lab, District level e-DISHA Centers has been established in each district mini secretariat. A suite of Office automation software packages for district & revenue administration has been developed and being implemented on district LANs. To have an integrated e-District System covering all major functions of Revenue Administration in an integrated & network environment Rohtak has been selected as pilot e-District MMP under funding of NeGP.

The web portal www.haryana.gov.in has been redesigned to give a new look & feel and enhanced with G2G, G2C, G2B, G2E services. Haryana specific inputs (G2C services & information, schemes, forms, procedures etc.) are uploaded on India portal www.india.gov.in. More than 5000 official e-mail accounts has been created on state's official e-mail server <http://hry.nic.in>

The H/W & S/W for e-Procurement system has been installed & tested at NIC Haryana State Data Centre. The front-end facilities & help desk management partner has been identified. The Operational training of user department & FMP is under progress. All the major functions of Finance Department have been computerized under e-Finance.Net project, including a Workflow based State Annual Budget Preparation, Budget Revision, and Release Monitoring & Expenditure Control System over LAN.

Haryana State Wide Area Network (ADHAAR) has been established to connect State Head Quarter Chandigarh with District Head Quarters and to further link Blocks/Sub-Divisions/Tehsils/Sub-Tehsils on a three level vertical structure. As a **First SWAN in the country, The Haryana SWAN (ADHAAR) has been inaugurated on 6th February, 2008.** The Integration of SWAN and NICNET has been initiated as per guidelines of NIC-HQ & DIT GOI. The horizontal connectivity at phase-I offices is being established.

The NIC State Data Centre Haryana has been established in Civil Secretariat with 8 TB storage capacity. A number of Public services are being provided through the state web portal of Haryana. The Results & Examination related information of Haryana School Education Board are being published successfully on regular basis. To integrate the SWAN and CSCs infrastructure and to have a common central repository of all applications and data, a large scale State Data Centre with 35 TB storage capacities is being set-up under the NeGP scheme of DIT, GOI.

One District level e-DISHA Center (DleDC) has been operational at 19 districts. These DleDCs are providing hassle free citizen services through a single window in a transparent way. DleDCs centers have become very popular among masses in a short span of time. The State is implementing, Common Service Center Scheme for establishing and operating approximately 1159 rural CSCs and 104 urban CSCs (including 49 Showcase CSCs) known as "e-Disha Ekal Seva Kendras" for the dissemination of various services to the citizens i.e. G2C, B2C under one roof. The **rollout of CSCs in Haryana in rural areas have been achieved 100%** while in urban/showcase CSCs it is 62%. **Haryana is first state to roll-out 100% rural CSCs.**

The department ownership of e-governance is vital, because no external agency can drive the kind of change that is needed in implementing e-government. However, the implementation of e-governance should not left entirely to a department. This would make it difficult to deliver services where a large amount of documents and data must be shared across department (such as licensing). Also, a department may not have the capacity to use the correct method and latest design techniques in developing the application. Therefore, in Haryana the e-Governance efforts are supported by a central agencies (namely State IT Department, NIC-Haryana State Centre, and Hartron) which are providing the necessary guidance in the use of correct methodology. The State IT department is facilitating the departments and NIC-HRSC & Hartron are assisting on technical aspects. The DEIT, NIC-Haryana and Hartron has been working very closely under a common structure Secretariat for Information Technology Haryana, which has helped the state to achieve these land marks in e-Governance.

The involvement of users during entire phases of Project Life Cycle and addressing issues faced by them is essential. Building capacities within department is therefore critical, especially in the context of managing and championing projects. Therefore, the Capacity Building has been taken up in the Departments through better training of Govt. officials to appreciate the importance of IT projects in present day scenario and motivations of employees at all levels. Under Capacity Building programme, more than **23,000** govt employees have been imparted IT literacy training.

The Export of Software, IT/ITES/BPO from Haryana has reached to Rs. **17,500/-** Crores approximately in 2007-08 from Rs. 14,700/- Crore in 2006-07. In principle, more than 71 IT/Cyber Parks /cities have been approved by State Govt. The establishment of these IT Parks will generate around 2.50 lakh employment opportunities in the State. A Technology Park has been set-up in Panchkula and a Nano city is planned to be set-up in Panchkula to create an environment and eco system, which would create a large number of jobs and bring economy prosperity in the region.