



सत्यमेव जयते

# eGovernance Policy for the State of Gujarat (2014-2019)

Department of Science & Technology

Government of Gujarat

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## **PREAMBLE**

In today's age of Science, Technology and Innovation, effective use of ICT is imperative to meet the ever-growing expectations of citizens and businesses. From mere automation, eGovernance is continuously evolving to provide access, equity & empowerment to masses. The State Government has been using ICT as an effective tool towards Good Governance and Gujarat is a frontline State in the Country for implementation of eGovernance projects. Gujarat has been a leader in setting up of core ICT infrastructure like State Wide Area Network (SWAN), State Data Centre (SDC) and eGRAM - Common Service Centres (CSCs) as well for use of advanced technologies like GIS and mobility solutions, to provide smart Governance to its citizens and businesses. The adoption of innovative, constructive and result-oriented policies and the increasing use of ICT as facilitator for Governance have tremendously benefitted the masses resulting in significant e-Transactions as recorded on National e-Taal Portal.

The dynamic nature of IT requires periodic revisiting of the on-going policies and strategies. In particular, a need has been felt to dovetail the State e-Governance Model with the 'Digital India' Programme – an initiative of the Government of India with a vision “to transform India into a digitally empowered society and knowledge economy”. This Policy is an outcome of the deliberations and brainstorming of various stakeholders to provide renewed focus in further building upon transparent, inclusive and connected Government. This Policy shall form an umbrella framework for defining and guiding the ongoing efforts of the State Government to provide progressively higher levels of Good Governance through eGovernance.

### **I. VISION**

#### **Minimum Government, Maximum Governance**

1. To bring about ICT-enabled all-round sustainable development and inclusive growth of the State;
2. To provide transparent, affordable and efficient public service delivery closer to the door-step of citizens; and
3. To ensure the socio-economic empowerment of all (with special emphasis on women, youth and the marginalized) through Digital Inclusion.

## **II. MISSION / OBJECTIVES**

To broad-base and institutionalize 'Digital Gujarat' – towards the fulfilment of the larger vision of 'Digital India' - by giving thrust to the following areas:

1. Proactive participation in implementation of the key components of 'Digital India' namely Broadband Highways, Universal Access to Mobile Connectivity, Public Internet Access, e-Governance: Reforming Government through Technology, e-Kranti-Electronic Delivery of Services, Information for all, Early Harvest Programmes, Electronic Manufacturing and IT for Jobs (the latter two having been dealt with separately under the State Electronics and IT Policy respectively).
2. Across-the-counter delivery of services – nearly 500 services delivery through multiple channels in a phased manner
3. Creation of e-Gujarat (an Integrated Portal)
4. Enhanced focus on Mobile Governance in service delivery
5. Citizen Engagement through Social Media
6. Promotion of Digital Literacy in the State
7. Skill Up-gradation for gainful livelihood
8. Further Strengthening Cyber Security measures
9. Promoting GIS and analytics for creation of a holistic Decision Support System
10. Augmenting last mile connectivity to bridge the urban-rural digital divide with focus on next generation data centre and augmenting GSWAN
11. e-Connecting all Government Departments, Societies, Boards and Corporations under their administrative control, ULBs and PRIs
12. Incentivizing Innovation and new initiatives
13. On Demand Availability of IT Infrastructure, Platforms and Common Applications through Cloud Computing
14. Encouraging PPP models to the extent feasible

## **III. STRATEGIES**

In order to realize the Vision of Digital Gujarat towards the fulfilment of the larger vision of 'Digital India' as also to meet with the above-mentioned Mission / Objectives, various strategic interventions would be implemented in a time-bound manner. These have been classified into following major focus areas:

1. Public Service Delivery
2. Connected Government
3. Integrated Application Systems
4. Participatory and Democratic Governance
5. Capacity Building
6. Guidelines and Enabling Framework

## 1. Public Service Delivery

1.1 **e-Gujarat (eDistrict MMP):** To encompass service delivery channels and cater to the various services being delivered to the citizens the Government shall implement e-Gujarat an integrated State Portal, which will function on the following broad framework:

- a. **Strengthening e-Enablement:** Implementation of unified State Portal for delivering services of various Departments of the State Government
- b. **Improving Efficiency:** Reduction in service delivery time by simplification of processes
- c. **Fostering Integration:** Enablement back-end (workflow) automation for various services
- d. **Promoting Digitization:** Undertaking Digitization of State-wide legacy data / records to enable delivery of services across the counter
- e. **Institutionalizing Electronic Signature:** Delivery of e-Certificates for services
- f. **Widening Reach:** Making services available to citizens at their nearest locations

1.2 **Delivery Channels:** In its endeavour to create a digitally equipped society, the State Government will utilize all the possible ICT channels like service centres, self-help kiosks, web portals, mobile service delivery applications, etc. The State Government aims at provisioning of cross-departmental service delivery using digital mediums.

a. **Physical Access Centres:**

In its endeavour to reach out to its citizens, the State Government has already established over 15,000 Citizen Service Centres (CSCs) i.e. one centre for approximately every 4000 population through various Departmental initiatives. The total number of CSCs will be increased to over 20,000 by the State Government during this policy period to deliver nearly 500 services closer to the door-step and meet the following service levels:

- ✓ Availability of Government to Citizen (G2C) services within two kms
- ✓ Waiting period at service counters to be less than 30 minutes

Above mentioned objectives can be realized by scaling up various service delivery channels mentioned below:

- i. **eGramVishwagram:** The number of eGram Centres currently operational across all Gram Panchayats will be further strengthened. In order to increase the service portfolio, eGram centres would be integrated with GSWAN network (GSWAN 2.0) to improve the last mile connectivity.
  - ii. **Aapno Taluko Vibrant Taluko (ATVT):** The ICT infrastructure and the basic civic amenities at the ATVT centres will be augmented to improve the citizen experience. Service offerings through these ATVT centres will be enhanced to include majority of citizen services.
  - iii. **Jan Seva Kendra:** The ICT infrastructure and the basic civic amenities at the Jan Seva Kendras will also be augmented to improve the citizen experience. Service offerings through these Jan Seva Kendras will be enhanced to include majority of citizen services.
  - iv. **City Civic Centres:** The Urban Local Bodies will further scale up their Centres in line with the e-Nagar Programme of Urban Development and Urban Housing Department (UD&UHD).
- b. **e-Gujarat (State Portal):** e-Gujarat Portal will act as a Single Window Access Point for citizens to avail Government services (both Informational and Transactional) through Internet. Departmental portals will be integrated with the State Portal. Various e-Services to be offered online through the Portal will include :
- i. Information availability (static information about the Department, various documents / records and Department's functions / services)
  - ii. Submission of Application Forms
  - iii. Electronic Payment
  - iv. Status Tracking
  - v. Complaint Redressal
  - vi. Availability of Service Outputs (Digitally Singed Certificates and Licenses, etc.)

- c. **Self-help Kiosks:** Self-help kiosks will be set up to deliver public services at select locations, based on feasibility, to offer 24x7 services.
  - d. **Integrated Call Centre:** The Integrated Call Centre is another step by the State Government to connect to the citizens, particularly the marginalized section of the Society. The service portfolio of the Integrated Call Centre will be scaled up to cover various services offered by the different Departments of the State.
  - e. **Mobile Service Delivery:** The mass acceptance of mobile devices such as laptops, mobile phones, etc. has fuelled the demand for Mobile Governance. The State Government would encourage all the Departments to leverage high mobile penetration in Gujarat for providing services to the citizens, which will also help to bridge the last mile gap, especially in rural areas.
- 1.3 **SWAGAT:** It is an innovative concept that has enabled direct communication between the citizens and the highest authority in the state since 2003. This programme has since been extended up to village level, reaching out to the rural area and helping the population of the State in getting quicker resolution of their problems. This initiative will be further strengthened with the induction of latest technology.

## 2. Connected Government

2.1 **Gatisheel Gujarat:** The State Government will expeditiously augment the ICT infrastructure to meet the Next Generation Technology requirements so as to realize the Vision of Gatisheel Gujarat in the fullest possible measure.

2.2 **Gujarat State Wide Area Network (GSWAN):** GSWAN has been a backbone for various eGovernance initiatives in the State. GSWAN bandwidth has been scaled up from 8 Mbps to 34 Mbps for State Capital - District Centre and from 2 Mbps to 10 Mbps for District Centre – Taluka Centre. Internet bandwidth has been augmented from 16 Mbps to 90 Mbps.

- a. Building upon the same momentum, the State Government will scale the existing network to State-of-the-art carrier grade MPLS based centralized, secured and scalable information highway (GSWAN 2.0) to provide seamless connectivity across G2G, G2B and G2C.

- b. GSWAN 2.0 will be a fully IPV6 enabled architecture and capable of bandwidth on demand.
- c. Unified Communication: GSWAN 2.0 will feature seamless Voice, Video and Data over the same IP backbone to serve all government offices.
- d. Departments would be selectively allowed to explore different options for connectivity beyond GSWAN network to enable last-mile connectivity.

State Government will play a proactive role in improving the communication and connectivity across the state by leveraging National Optical Fiber Network (NOFN) in addition to National Knowledge Network (NKN) framework. Existing GSWAN connectivity would be extended to Gram Panchayats through NOFN.

### 2.3 State Data Centre (SDC)

The ISO 20000 and 27001 certified State Data Centre, set up at Gandhinagar, will continue to provide common/shared infrastructure to various Departments to host their services or applications leading to ease in integration and efficient management, ensuring that adequate and optimal use of the resources. All the eGovernance applications / websites of the state are required to be hosted at SDC. Any deviation to this shall be with prior approval from DST.

Virtualization and Cloud Computing would be used to ensure On-Demand Availability of IT Infrastructure and Common Applications. The SDC shall further be equipped with adequate Disaster Recovery frameworks including - Near and Far DR sites to ensure uninterrupted business.

**2.4 Video Conferencing:** Government has been effectively using Video Conferencing to conduct various e-Meetings across the Departments, thereby saving precious travel time and costs. Government would encourage all the officials to optimally use video conferencing facility in their day to day administration.

**2.5 Wi-Fi Campuses:** Wi-Fi Hotspots will be established as per relevant guidelines preferably on a PPP mode at various public places, educational campuses, tourist locations, business hubs etc. in a phased manner all over the State.

**2.6 Seamless Mobile Access:** The State Government is committed to extend the requisite support to provide seamless access to mobile networks in the State in co-ordination with the concerned Ministry at the Centre.

**2.7 State Resident Data Hub (SRDH):** It will be a common repository of the citizen information and will be set up in a time-bound manner. SRDH would facilitate seeding of UIDs in various Departmental databases, with the aim to improve the delivery of services to the targeted beneficiaries and provide mechanism for Direct Benefit Transfers. All projects cleared by SPC IT/Department IT Committees will define the requirements with respect to integration of SRDH (if relevant) with the project.

In order to ensure a single smart card concept is made functional, a Multi-purpose Smart Card for all the residents will be explored which would serve manifold purposes like identity proof, service eligibility, financial inclusion through linkage to bank accounts, etc. This would also help in creating a Digital Citizen Profile which can be used by various Departments for delivering several citizen services.

**2.8 Application Interoperability Framework and Common Metadata Standards:** Due focus will be given to reusability, replicability, interoperability, scalability and convergence while developing enterprise-wide applications. Departments will ensure interoperable framework across other Departmental applications in the interest of seamless data exchange for convergence and synergy. State Government shall mandate Interoperability and use of open standards in all e-Governance projects in the state.

### **3. Integrated Application Systems**

**3.1 Departmental IT Roadmap:** It is important that the future eGovernance strategies of all the Departments are in line with the new eGovernance Policy. The Departments are required to revisit their IT Action Plan and prepare a Roadmap coterminous with this Policy.

The Roadmap and annual action plan shall provide the specific outcomes with respect to the following:

- a. Specific services to be provided and the delivery channels through which each of the eServices would be made available
- b. Targeted geographical coverage



- c. Targeted volume of services through each of the eService Delivery Channels
- d. Targeted Service levels

### Ensuring implementation of services under Electronic Service Delivery Rules

The Department IT Roadmap should encompass (the following components:

- a. Software Application
- b. Client side Hardware
- c. Networking and Connectivity
- d. Central IT Infrastructure (Server, Storage and licenses)
- e. Use of Mobile Governance and Social Media
- f. Legacy Data Digitization
- g. Training and Capacity Building

Departments would carry out impact assessment of their eGovernance initiatives and publish the results on their website / web portal, in line with the Assessment Framework prescribed by the DST. Innovative Model (Financial and Implementation) may be considered by Departments for faster rollout of services

**3.2 Departmental IT Budget:** It has already been decided to earmark up to 3% budgetary allocation of the Departments towards IT. Departments are encouraged to utilize at least 50% of their IT budget towards eGovernance initiatives i.e. Application Software, Mobile Application Development, Training, Capacity Building, Data Digitization, etc.

**3.3 State eGovernance Plan (SeGP) Apex Committee:** The SeGP Apex Committee under the Chairmanship of Chief Secretary has been constituted to provide strategic direction and oversee timely implementation of all eGovernance Projects. The functioning of this Committee will be further strengthened to oversee compliance to this Policy by all the Line Departments. To supervise the technical aspects of all eGovernance projects an “eGovernance Architect Taskforce” will be constituted at the State Level.

- 3.4 **Public Services Guarantee Act:** The provisions of Gujarat (Right of Citizens to Public Services) Act, 2013 will be implemented across the State Government Departments. Due impetus will be given to the Gujarat Information Technology (Electronic Service Delivery) Rules 2014 wherein all government department and offices will notify the services which will be delivered through electronic mode and the timeframe for the same will also be defined.
- 3.5 **e-Authentication:** All the Government Departments shall adopt and deploy uniform electronic authentication framework in a time-bound manner to ensure secured delivery of public services to the intended recipients. DST will provide a common shared platform for On Demand availability of e-Authentication. Detailed guidelines in this regard will be issued separately.
- 3.6 **Web-Based Application:** It shall be ensured that eGovernance applications are in compliance with the National Standards and are on web-based centralized architecture.

All State Government websites / Web Portals will be integrated with web analytics tool to the extent possible. The current Website Maintenance Policy will be revamped to meet the latest Guidelines for Indian Government Websites (GIGW) and Interoperability Standards.

- 3.7 **Geographical Information System (GIS):** It is intended to further strengthen the already institutionalized 'Bhaskaracharya Institute for Space Applications and Geo-Informatics' (BISAG) which caters to GIS based needs of managing, analyzing and decision making, by seamlessly combining both spatial and non-spatial data.

All the Government Departments, based on relevance and in line with Gujarat State Spatial Data Infrastructure (GSSDI) (which is being rendered full-fledged shortly), will strengthen the use of GIS for planning, designing, decision making and monitoring.

The concerned Departments, as per requirements, will undertake integration of GIS and MIS to leverage the benefits of both the technologies and creation of a better Decision Support System. BISAG in consultation with DST will prepare detailed guidelines for effective use of GIS by various Departments.

BISAG would extend necessary technical support to other State Governments for various projects and also for setting up of similar institutions in other States

**3.8 Analytics and Decision Support System:** All the Departments are recommended to optimize the use of appropriate Business Intelligence solutions to undertake data analysis and data mining. Government data would be considered as State Asset and may be used by various Departments to create their own Decision Support System. A data inventory will be set up for sharing of data vertically and horizontally among Government agencies and to avoid duplication of data collection / storage. DST will provide a common shared platform for On Demand Availability of Business Analytics and Decision Support Systems.

**3.9 SAATHI:** The State Government has recently launched 'SAATHI' an initiative of General Administrative Department. The system provides facility to create an integrated state-wide employee HR database with modules for Employee Administration, Leave Management, Payroll Processing, Transfers and Posting, Recruitment and Training, Retirement processing, etc.

**3.10 mGovernance:** The State Portal and Government Departmental Portals will be made mobile compliant in due course from the effective date of notification of the Policy. Adequate funds of the eGovernance Budget of the Department will be reserved towards "mGovernance Innovation Fund", to be spent towards innovative use of m-Governance.

A mobile application store will be created with easily downloadable applications, to avail of various public services through handheld devices. The mobile applications will be developed by the Departments using open standards, to the extent possible.

**3.11 Digitization of Data:** Steps will be taken to ensure that Government files/documents/records are made available in a digitized form and are easily accessible. Departments will publish on their websites the extent of data digitized and the volume of data left for digitization on a quarterly basis.

3.12 **e-Procurement:** Government has institutionalized e-Procurement from year 2006 as per the GR of Industries & Mines department. The State Government intends to further strengthen its e-Procurement solution across the State to bring in more efficiency and transparency in Government procurements.

3.13 **Rate Contracts:** Rate Contracts for hardware and software items, network equipments, training, capacity building, and manpower (Consultants / IT staff / Digitization staff / Data Entry Operators, etc.) will be maintained and suitably promoted.

Government will promote opportunities to encourage participation from Local entrepreneurs and small and medium enterprises (SMEs) in execution of various eGovernance projects across the state to the extent possible.

3.14 **e-Payment:** The Government will continue to take necessary steps to allow all the payments made by the Government or to the Government through ePayment/mPayment to the extent feasible. DST shall take all necessary steps for integration of NDML services for On Demand availability of ePayment solution. The e-Payment Gateway will support all the major banks and will operate as a common shared service to various Departmental applications.

3.15 **Electronic Queuing System:** Electronic Queuing System will be promoted for provisioning of different citizen services using First In-First Out principle, in order to bring equity.

3.16 **Integration with eTaal:** All eGovernance applications will be integrated with eTaal (Electronic Transaction Aggregation and Analysis Layer). A State eServices dashboard, similar to eTaal portal, will be developed by DST to monitor all eGovernance transactions.

**3.17 ICT for Disaster Management:** The State Government will strive to further maximise the use of ICT innovations and communication framework to mitigate disasters/ natural calamities. The dedicated user groups / ICT communities will be strengthened for faster and targeted dissemination of vital life-saving information in case of natural calamities like earthquakes, etc. In the event of occurrence of a disaster and crises, State Government will strive for real time updation of website and social media platforms in addition to auto generation of eMails / SMSes to the concerned Government Officials, Disaster Management Authorities, Media and Public to spread life-saving information for mass consumption.

**3.18 Adoption of Emerging Technologies:** Increased adoption of emerging technologies and ICT innovations will be promoted at industry and also at academia level by the State Government. DST will constantly review emerging technologies, conduct Proof of Concepts (POCs) and pilot implementations, support usage by the Departments to promote increased and appropriate use. The Government would encourage implementation of emerging trends like Internet of Things, Smart City, etc., which are going to play an active role in improving the citizen lifestyle in the years to come.

#### **4. Participatory and Democratic Governance**

##### **4.1 Digital Literacy for Self Reliance:**

- a. It will be ensured that the children completing elementary education get an exposure to basic computer skills in school.
- b. Suitable training for the rural and urban population will be imparted to ensure that within next five years every family in the State has at least one e-literate member preferably female.
- c. Departments will be further encouraged to maximise the use of SATCOM facility subject to relevant guidelines to impart quality distance education and awareness targeted to various segments of population including women, farmers, students, healthcare staff, etc.
- d. The e-literacy drive in the State will be facilitated to develop more IT skilled citizens by opening IT training centres in districts preferably through PPP mode. These Training institutes would impart short term IT courses.
- e. IT Fairs will be organized by GUJCOST in various parts of Gujarat to demonstrate the benefits of IT to its citizens.
- f. Appropriate financial assistance will be provided to BPL/tribal students of Gujarat in pursuing IT/computer science degree from technical universities.

- g. Employability of the students will be improved by carrying out appropriate changes in the curriculum.
- h. eMPOWER: The State Government has initiated a platform known as eMPOWER to train the youth in the field of IT. Government now intends to further strengthen eMPOWER scheme by widespread campaign to train atleast 1000 youth (atleast 50% females) of the Taluka in the field of IT.
- i. Efforts will be made to set up eGovernance Academy on PPP mode across the State to promote Digital Literacy.

**4.2 Financial Inclusion:** The use of ICT will be encouraged by:

- a. Opening up additional delivery channels and strengthening infrastructure like eGram Vishwagram to improve the reach to unbanked citizens.
- b. Motivating various Departments to disburse the individual benefits directly to the citizens through electronic medium in schemes such as old age pension, widow pension, disability pension, MGNREGA, etc.
- c. Providing benefits at their door steps or at village level using the state-of-the-art technology like smart card based banking or mobile banking being used for Financial Inclusion.
- d. Promoting Public Private Partnership (PPP) for extending service reach and augmenting public service infrastructure.

**4.3 User Friendliness for differently-abled citizens:** To make web content accessible to a wider range of people with disabilities (including blindness and low vision, deafness and hearing impairment, learning disabilities, cognitive limitations, limited movement, speech disabilities, photosensitivity, etc.), all Government websites would need to comply with the WCAG 2.0 standard. Also other information access & services delivery mechanisms will be made user friendly for differently-abled citizens.

**4.4 Citizen Engagement Platform:** The Engagement of citizens with the Government will be strengthened. The State Government would encourage all possible citizen connecting digital mechanisms including web portals, use of social media, mobile applications, call centres, interactions over VSAT, etc, to enrich citizen feedback/consultation framework. It will be an endeavour of the State Government to encourage early adopters to promote eGovernance throughout the State.

4.5 **Technology Forum:** To create awareness amongst decision makers in the Government on the latest trends in technology, a Technology Forum including academicians and representatives from industry will be set up.

4.6 **Strategic Collaboration:** Initiatives would be taken to foster strategic collaboration both at national and international levels so as to bring in the best practices in eGovernance in Gujarat.

## 5. Capacity Building

5.1 **Capacity Building:** Considering the nature and scale of IT initiatives in Gujarat, the Government plans to undertake following capacity building measures:

- a. Creation of an eGovernance Division at State level
- b. Formation of an eGovernance Academy and an eGovernance - Center for Excellence (CoE) at state level. The academy shall also give due impetus to research in eGovernance domain for identifying innovative methods to improve Governance
- c. Creation of Project eGovernance Mission Teams (PeMTs) in all citizen centric Departments to fast track eGovernance initiatives
- d. Strengthening of District eGovernance Society Structure
- e. Organising regular eGovernance trainings for all the concerned Government employees in different Departments to provide exposure and develop an aptitude to get accustomed to the use of eGovernance

5.2 **National eGovernance Campus:** The State Government proposes to setup an eGovernance Campus to further promote and institutionalize eGovernance in the State as also in the Country. The same will house:

- i. Prototypes and virtual tour experience of unparalleled success stories of eGovernance
- ii. Next Generation ICT Infrastructure (SWAN 2.0, SDC 2.0 etc.)
- iii. National eGovernance Academy
- iv. Centre of Excellence & Digital Library for eGovernance Best Practices
- v. Cyber Security Cell

**5.3 Gujarat Informatics Limited (GIL):** Realizing the importance of ICT well in time, the State Government has set up GIL in 1999 with the objective of making Gujarat an e-Governed State. GIL acts as the nodal agency for facilitating ICT deployment in State Departments as well as for promoting Gujarat as an IT investment destination. GIL shall prepare its Business Development Plan and propose separate verticals (Infrastructure, Applications and Capacity Building) in order to meet with the new requirements towards

monitoring/ implementation of new eGovernance, IT and Electronics Policies of Government of Gujarat (as may be notified from time to time). GIL would also undergo suitable restructuring in tune with the needs of the times.

**5.4 Formation of IT Cadre:** With the increased focus on eGovernance activities, availability of skilled IT manpower has become a must to sustain various eGovernance initiatives. It is proposed to set up IT Cadre in the state which would assist the Departments in conceptualizing, designing, monitoring and managing the IT initiatives across the State.

**5.5 Research and Innovation:** Scholarships will be offered to the deserving candidates, pursuing Research and Development (R&D) / PhDs in ICT, in order to promote research in the field of ICT. Further directions in this regard will be issued separately by DST. An Innovation roadmap for the State will be prepared by Gujarat State Innovation Council (GSInC).

**5.6 Impact Assessment of eGovernance Initiatives:** A comprehensive system of rating of all Departmental eGovernance initiatives will be implemented by DST. This shall focus on the 'Impact' of the large scale eGovernance initiatives by the Departments to the Citizens and Businesses.

**5.7 Institution of IT Awards:** An Award Programme will be instituted to recognize excellence in the following areas -

- ✓ Effective Public Service Delivery System
- ✓ Business Process Re-engineering (BPR)
- ✓ Inclusive Governance



- ✓ Websites / Web Portals
- ✓ mGovernance
- ✓ Innovative Use of Social Media
- ✓ Effective Analytical and Decision Support System
- ✓ User friendliness

Exemplary contribution of employees in eGovernance initiatives would also get due recognition.

## **6. Guidelines and Enabling Framework**

**6.1 Government Process Re-engineering (GPR):** Government Departments shall ensure that they follow the General Approach of Business Process Re-engineering (BPR) approved by the State eGovernance Apex Committee for eGovernance applications. Following key aspects of the approved BPR approach shall be given due attention to bring about the necessary changes in the Governmental processes, thereby taking full advantage of the technology:

- a. Simplification of the Application Forms to seek only the necessary information required for the service delivery.
- b. Minimizing the requirement of submitting supporting documents to the extent possible and collaborative use of other online database.
- c. Digitization of Legacy Data for facilitation of delivery of “Across the Counter” services.
- d. Acceptability of Scanned Documents, which shall be verified by designated Government officials, to be used to create digital repository of citizen documents. Such documents shall not to be asked again from citizens for newer services. Some of these documents would have a life span based on their validity.
- e. Delegation of powers for faster application processing and improved service delivery levels.
- f. Standardization of the Output Formats issued by the System.
- g. Reduction in number of scrutiny levels those which do not add any value to the overall application scrutiny.
- h. Improvements in certain processes / documentation to reduce citizen hassles like replacement of ‘Legal Affidavit’ by ‘Self Declaration’.

- i. Application of 'Rule of Precedence' to simplify the requirements for availing of a service based on previously delivered successful services to the applicant / applicant's family.
- j. Use of Electronic Signature to accord approval and issue electronically signed certificates / licenses / permits, etc, within the provisions of various Acts.
- k. For internal Government communication/administration, Government has already taken several key steps in this direction by pushing applications like IWDMS, IFMS etc. Increasing adoption of these applications with further BPR and rollout of new applications like HRMS, Asset management, etc, will be the way forward.

**6.2 Open Data:** In participatory democracy, it is desirable that Citizens have access to information pertaining to on-going development in their villages/ towns / cities. The State Government over a period of time will put in place a system for making information available online to the extent possible. An indicative list is as mentioned below:

- a. Financial as well as physical attributes of on-going work in their area (like cost of the project, details of sanctions, date of commencement of work, nature and quantity of work, name of the executing agency and status of work, etc.)
- b. Scheme wise list of beneficiaries
- c. Allotted Government Resources (movable/immovable)

**6.3 Gujarat Information Technology (Electronic Service Delivery) Rules, 2014:** As provided in the IT Act, 2000 and IT Amendment Act, 2008, these rules have been notified as Gujarat Information Technology (Electronic Service Delivery) Rules 2014. Under these rules, Departments / Organizations are required to notify citizens' centric services within the given time frame. These rules provide for giving impetus to the delivery of public services through electronics mode by the Government to enhance transparency, efficiency, accountability, accessibility and reliability.

**6.4 Cyber Security:**

The security of critical information infrastructure is vital for the sustenance of eGovernance initiatives. Government of Gujarat has constituted a Cyber Security Cell for the protection of State's Critical Information Infrastructure for countering Cyber Attacks. State will strengthen the current Cyber Security measures with below strategic interventions:

- a. Assist all relevant State Entities for countering Cyber Attacks by providing Cyber Security implementation guidelines in line with guidelines issued by Indian

Computer Emergency Response Team (CERT-In, Govt. of India), National Critical Information Infrastructure Protection Centre (NCIIPC) under National Technical Research Organization (NTRO, Govt. of India) and Implementation of ISO 27001 (Information Security Management Systems) standards and controls from time to time.

- b. All Government applications (including hosting of websites) would be deployed in public domain only after security certification is obtained.
- c. Information Security awareness workshops will be held at regional levels.
- d. Government will ensure security and privacy of Sensitive Personal Data of citizens in accordance with the applicable Acts.
- e. Detailed Cyber Security Framework and Cyber Security Action Plan will be issued separately by Cyber Security Cell.
- f. Cyber Crime (Prevention, Detection and Control) Cell is being separately constituted under the administrative control of State Home Department.

**6.5 Social Media:** Social media has led to the age of interactive communication between the Government and Citizens / Businesses on a real-time basis. The social media services will be suitably promoted, to further improve citizen reach and feedback mechanism on the Government services. An active presence of all Government Departments on social media is recommended.

**6.6 Green IT:** The State Government re-affirms its commitment to environment protection by introducing eWaste management guidelines, to be prepared by DST in co-ordination with Gujarat Pollution Control Board; in conformity with E-wastes (Management and Handling) Rules, 2011. The disposal of obsolete ICT equipments shall be made strictly in accordance with the same.

Secure and careful usage of State's IT Assets is the responsibility of all the concerned stakeholders who have custody/maintenance responsibility of these assets. All the concerned stakeholders are required to adhere to the Green IT Principles and ensure savings in energy and printing, wherever possible. Detailed guidelines in this regard will be issued separately by DST.

- 6.7 **Free and Open Source Software (FOSS):** To encourage optimum use of FOSS in eGovernance projects, it is proposed that Departments should evaluate their eGovernance requirements and assess how FOSS can be leveraged for providing efficient, economical, secured and quality services. Department of Science and Technology will come out with detailed guidelines in due course.
- 6.8 **Email Policy:** All the Government officials are required to use the official eMail ID as per eMail Policy of the State Government as declared by the State Government from time to time.
- 6.9 **Strategic Control and Intellectual Property Rights (IPR) of Applications/Software:** Strategic control and Intellectual Property Rights of software/applications will be with the Government whenever the Cost of Application Development is borne for by the State Government.
- 6.10 **Use of Licensed Software:** Only licensed softwares shall be used for all Government purposes.
- 6.11 **Use of Local Language:** All Government websites and applications shall also be available in local language to the extent possible and be Unicode compliant.
- 6.12 **Compliance with the eGovernance Standards:** Adherence to all relevant eGovernance Standards and Policies of the Government.
- 6.13 **Information Management:** Government of Gujarat will strive to promote sharing best practices in the areas of Project Documentation, utilization of IT assets, Business Process Improvements (BPIs), etc., to optimally use its intellectual resources. Sharing of best practices across the State Departments will be institutionalized to promote collaboration.

#### **IV. POLICY IMPLEMENTATION GUIDELINES**

- (a) The concerned Department will issue detailed implementation guidelines in order to achieve the goals and objectives of this Policy in letter and spirit.

- (b) The interpretation of the Policy by the Department of Science and Technology will be final.

## **V. APPLICABILITY AND TENURE**

This Policy will be applicable to all the State Government Departments, Boards, Corporations, and Societies under their administrative control and all the Companies under Companies Act of 1956 (as amended from time to time) which are controlled and fully owned by the State Government. Tenure of this Policy as amended from time to time shall be from the effective date of issuance of this policy or new/revised Policy, whichever is earlier.