

eForms Roundtable 2009

1. About eForms Application

The National e-Governance Plan (NeGP) of the Govt. of India aims to make all Government services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency & reliability of such services at affordable costs to realize the basic needs of the common man.

eForms application project which combines State Portal, State Service Delivery Gateway and Electronic Form, aims to create an integrated information infrastructure that shall expand, integrate and enhance the utility and reach of the services provided by the Government to the citizens through Common Service Centers (CSCs) by leveraging the common infrastructure (SWAN, SDC etc.) at the States/UTs level. With this citizens can access the services under a single interface mechanism from the Portal.

This will enable citizens to download forms and submit their applications electronically with help of **Electronic Forms** hosted on the **State Portal (SP)** and routed by a common **services gateway (SSDG)**. This important initiative facilitating Electronic Service Delivery will provide significant benefits to the citizens especially in the form of a single gateway to citizen for service delivery. Thus holistic and harmonious use of the Common Service Centers (CSCs) along with the common infrastructure (SWAN, SDC) and technology across the state for all application and services shall be achieved. The project will guarantee the following:-

- a. Assured electronic delivery of the request from the citizen to the specified field office of the government department
- b. The electronic acknowledgement of successful submission of application/request from department to the citizen.
- c. Citizen will be able to query the status of his/her application/request at any point in time.
- d. Request/ response will also be conveyed through the SSDG.

The processing at the backend at the department may initially continue in a manual mode. Gradually as the MMPs and other State applications get implemented and the backend gets computerized, the functionality of the services provided will get enhanced and eventually all services that can be provided online could be accessible via State Portal in integrated fashion.

2.0 BACKGROUND:

The eForms Roundtable has its genesis in two developments:

- (1) For the last four years, Cisco has been organizing Public Sector Summits in collaboration with National Institute of Smart Government (NISG) and with the support of Department of Information Technology. The objective of these summits was to support Government

of India's eGovernance initiatives. These summits have been received well, and as the next step, a change in format has been proposed: Roundtable Conferences focussed on key National eGovernance Plan (NeGP) initiatives that address issues and opportunities related to mission mode projects in order to support the successful implementation of these critical elements of the plan.

- (2) The NeGP, led by The Department of Information Technology (DIT), has reached a stage where the focus has shifted to implementation of the capacity building scheme and the mission mode projects at both the national and state levels. In its role of providing strategic advice and support to DIT, for accelerated execution of key projects, Cisco's IBSG supports three elements of the NeGP. eForms Planning and Implementation is one of these. The DIT proposes to leverage IT infrastructure already put in place to enable people to download forms and submit applications electronically through a common gateway.

3.0 ROUNDTABLE INTRODUCTION:

The contours of the eForms Roundtable has been defined as follows: Bringing key stakeholders such as state IT secretaries, Secretaries of line departments, senior officers of DIT and implementing agencies together at one forum to identify and address implementation and sustainability issues in eForms, through focussed discussions and interactions.

4.0 OBJECTIVES AND ACHIEVEMENT TARGETS:

Objectives

- To provide a forum to key stakeholders, both from Centre and the States, to identify and address implementation and sustainability issues in eForms
- To provide a forum for sharing knowledge and best practices in eForms
- To help DIT and States/UTs in faster and more successful implementation of eForms

Achievement targets

- Successful implementation of eForms will enable citizens to apply online for large number of services, which is one of the major objectives of NeGP.

5.0 PROGRAM:

The eForms Roundtable 2009 will be part of the Regional eGovernance Knowledge Sharing Summit 2009 organized by Special Interest Group on eGovernance of Computer Society of India (CSI-SIG e-GOV), in collaboration with Department of IT&C, Government of Andhra Pradesh, Center for Good Governance and Cisco India Pvt Ltd. to be held from 4-6 June 2009 at Hyderabad and later at Chandigarh with participants drawn from 11 States/UTs in Hyderabad and the rest of the States/UTs in Chandigarh.

The key outcome of the workshop to be held on 4 June 09 (2.30 pm to 6.30 pm) will be a “model” implementation plan that can be used in the near term, with minimum risk of failure and greatest possible benefits to citizens, while taking into consideration longer-term goals. In short, the objective is to create a pragmatic short term plan for action without losing sight of the longer term perspective.

The agenda will include:

1. Showcase of eForm and SSDG developed by CDAC and how it is going to operate.
2. Experience from similar implementation from Austria (expert brought by Cisco)
3. Critical success factors for eForms implementation in India
4. Interactive session/discussion on issues and opportunities and how they can be addressed

The Roundtable will be followed by Dinner and Cocktails

Theme:

Theme of the Series of Roundtables:

“Speeding Up the National eGovernance Plan: Collaborate, Integrate and Accelerate”

Citizen Can: *How to offer online service through eForms. Quickly. Efficiently*

Venue and Dates:

4 June 2009 (2.30 pm to 6.30 pm) at Hotel Taj Deccan, Hyderabad

Partnerships:

DIT, NISG, CSI-SIGeGOV, Cisco

6.0 KEY TAKEAWAYS FOR PARTICIPANTS:

1. Addressing Issues and opportunities of e-Forms
2. eForms success stories from other countries/states
3. Getting down to brass tacks – Implementation strategies for eForms and advantages

7.0 EXPECTED OUTCOME OF THE PROJECT

The Ministry envisages following outcomes:

1. A single gateway to people for service delivery
2. Anytime anywhere access to Government programs and services
3. Reduced contact between people and the Government departments
4. Greater transparency in service delivery
5. Reduced number of visits and reduced cost to citizens
6. Early use of infrastructure put in place for delivering government services.

Cisco's Internet Business Solutions Group (IBSG) is a strategic partner of The Department of Information Technology (DIT), of Government of India, in charting India's stride towards eGovernance. In this partnership, IBSG provides both strategic advice and support for accelerated execution of key mission mode projects viz eForms, e-Districts and capacity building. Cisco has been organizing its annual flagship **Public Sector Summit** in collaboration with National Institute of Smart Government (NISG) along with the support of Department of Information Technology for the past four years to support the Government of India's transformation goals through eGovernance. While the Public Sector Summits have come a significant way in supporting e Governance initiatives, a need was felt to change the format of the summit and organize Roundtable Conferences focused on one key NeGP initiative at a time. The first focus being on "eForms" has led to the germination of the eForms Round Table 2009 in partnership with the CSI and NISG e-Gov Knowledge Sharing Summit 2009.

8.0 CONCLUSION:

Experience of e-application has been quite limited in India. Few State Governments started it on a pilot basis; however none of them could reach full scale implementation. Successful implementation of programs needs buy-in from the anchors. The Roundtable, through the workshop format, aims to catalyze free-wheeling discussion and barter of ideas to generate this buy-in. By turning the spotlight on executed projects, the Roundtable endeavours to give the stakeholders of eGovernance projects, a blueprint for implementing eForms in their States.