



# eForms

## Project Details and Implementation

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National eGovernance Plan



# Objectives



- A single gateway for information and citizen services for integrated service delivery by
  - Online public services to the citizen via State Portals
  - A front end application mechanism through e-Forms
  - All public service forms in an 'e' repository
  
- Enable CSCs to charge and collect fees for the submission of the forms
  
- Facilitate online payments



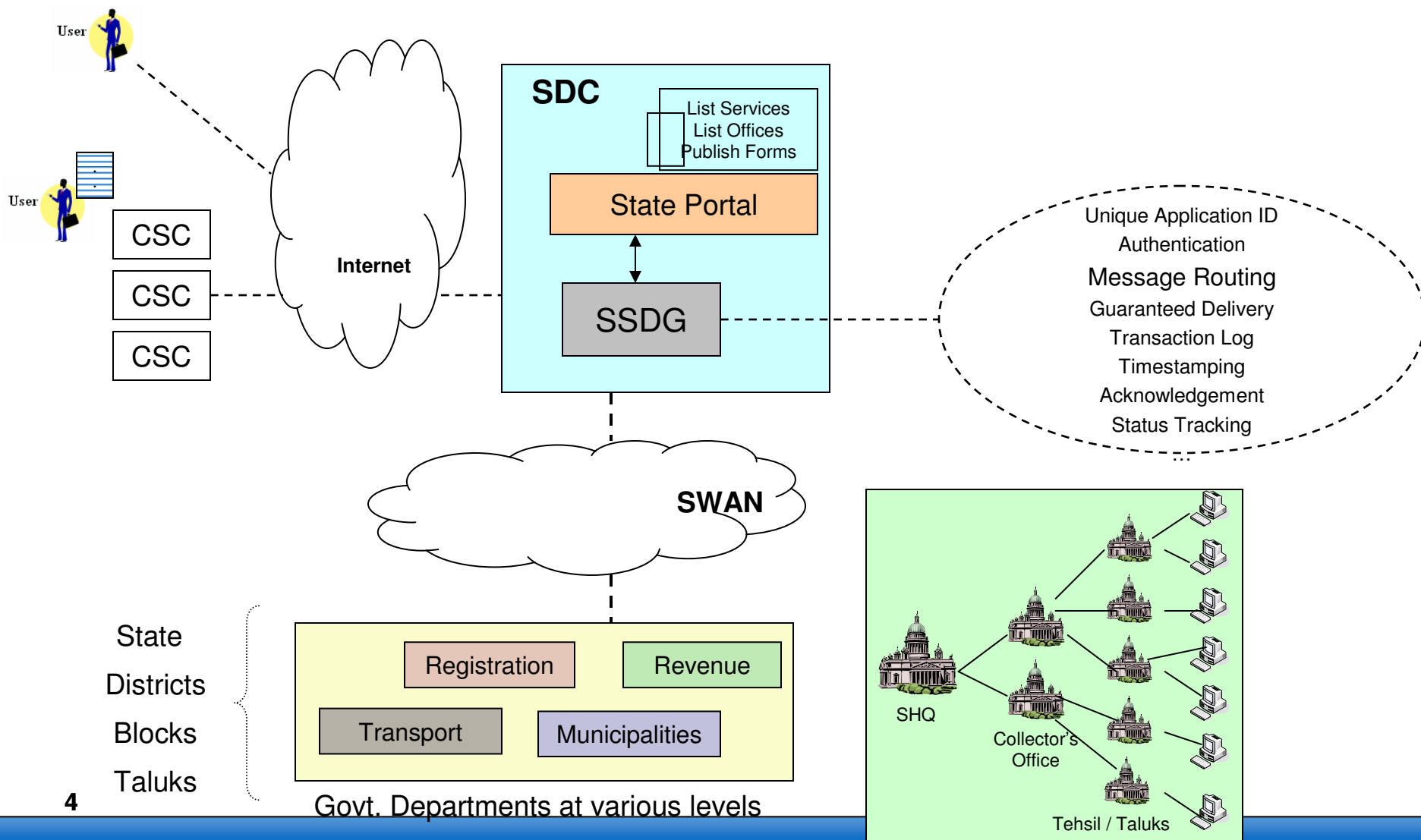
# e-Governance Strategy



- ❑ Leverage the common infrastructure of SWAN, SDC and CSCs
- ❑ State Portals (SP) and SSDGs (State Service Delivery Gateways) hosted on SDCs
- ❑ e-Forms on State Portal
- ❑ Submission of e-Forms through the State Portal at Common Service Center (CSCs)
- ❑ Service request routed through SSDG to the respective field office with unique Transaction ID
- ❑ Provide for a Standard interface of interactions between departments / external entities
- ❑ Adopt Standards that ensure future expansion and interoperability

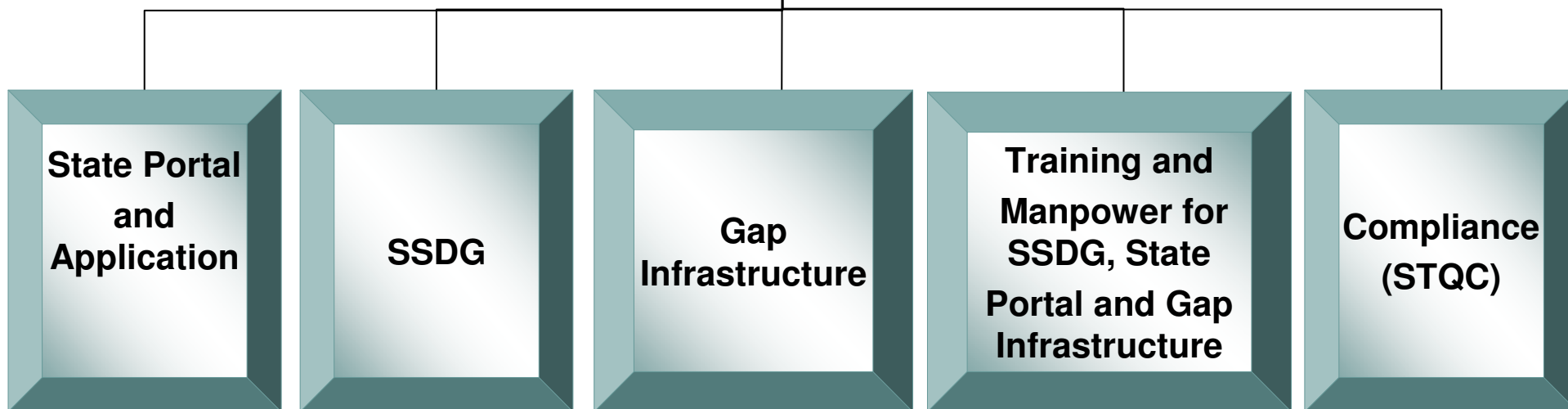


# e-Governance Strategy



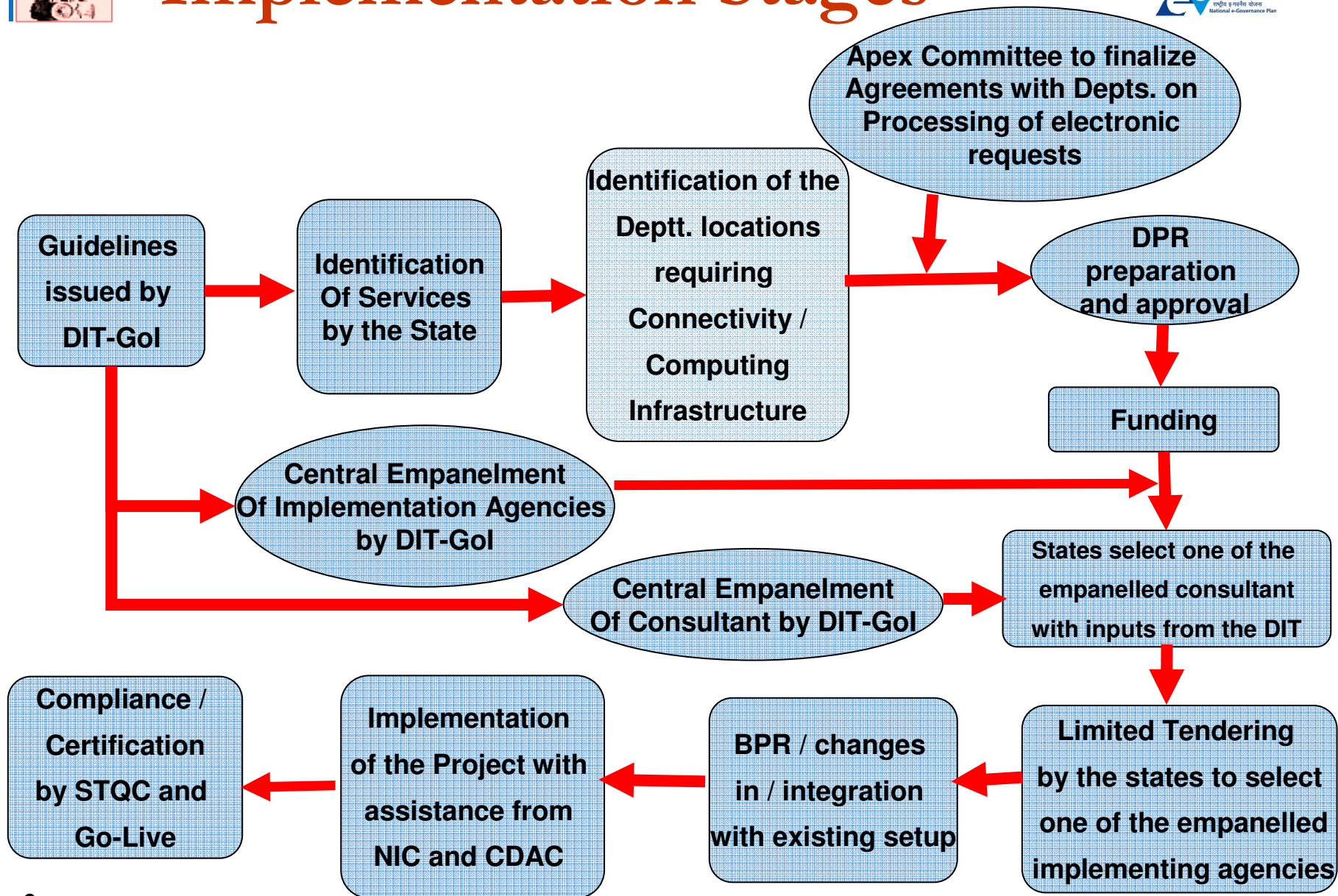


# Project Components





# Implementation Stages





# Role of the State / UT Govts.



- Identification and Prioritization of Departments and Services
- Formalize arrangement with the departments regarding processing of electronic requests -
  - Lay down the respective duties of each entity in respect of each service proposed to be made available electronically
  - Lay down Service Levels for each Service
  - Necessary arrangements among the CSC/SCA and other entities involved
- For the above, facilitation and periodic reviews by the Apex Committee headed by the CS of the State.



**Thank You!**