



# Key IT & e Governance initiatives of the State Government, Haryana

## ► Presentation by:

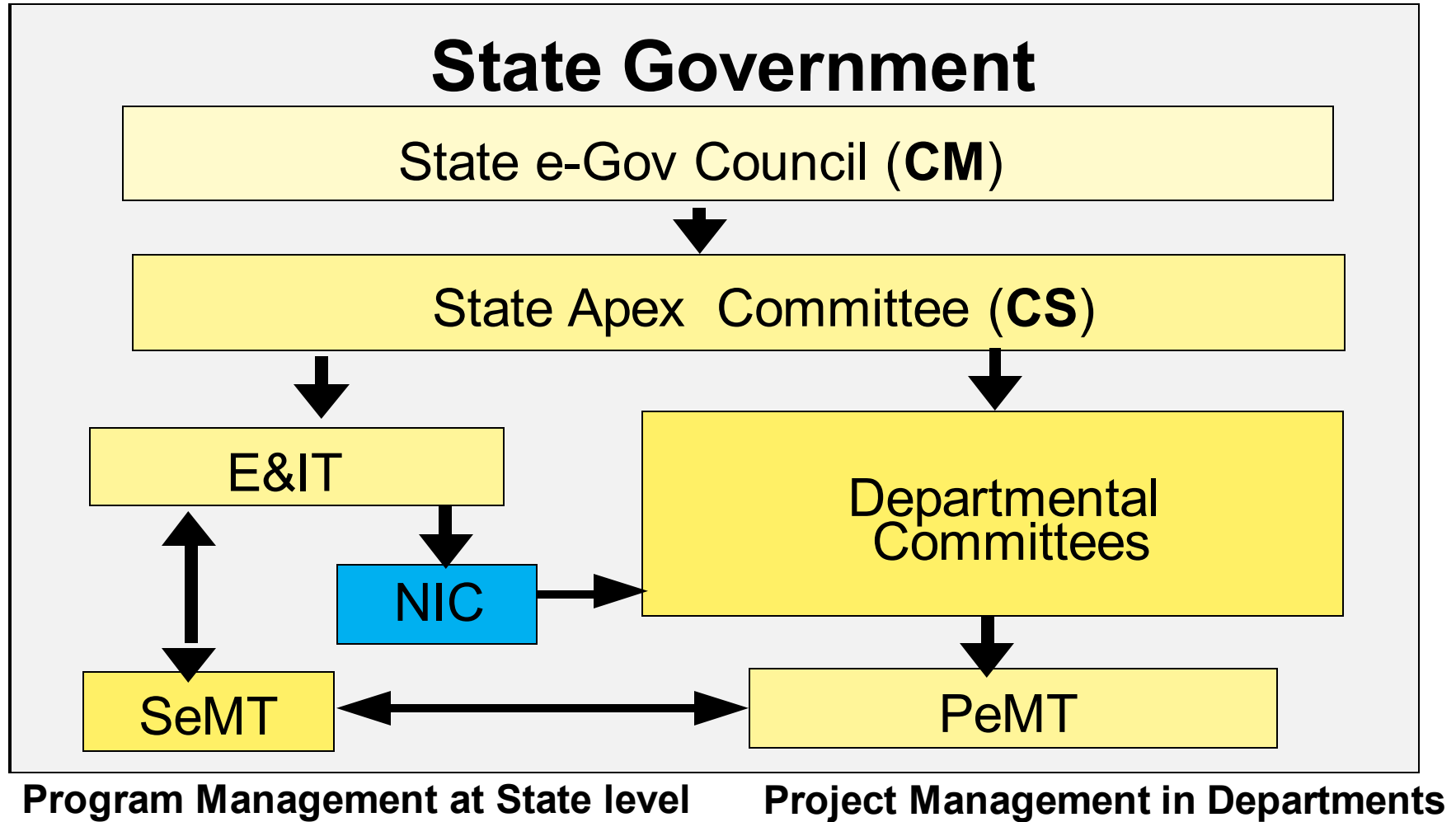
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# Digital Haryana - Organizational Structure



# Mission Mode Projects

CENTRAL	STATE	INTEGRATED
Banking	Agriculture	CSC
Central Excise and Customs	Commercial Taxes	e-Biz
Income Tax	E-District	e-Courts
Insurance	Employment Exchange	e-Procurement
MCA 21	Land Records	EDI For eTrade
National Citizens Database	Municipalities	National e-governance Service Delivery Gateway
Passport	Gram Panchayats	India Portal
Immigration, Visa and Foreigners Registration & Tracking	Police	
Pension	Road Transport	
E-Office	Treasuries	

## Other New Major Initiatives of State/ Centre

Jan Seva Survey, DigiGaon, Pradhan Mantri Gramin Digital Shaksharta Abhiyan (PMGDISHA), ERP

Digital India Program has three important Vision areas/objectives and Nine Digital Pillars. The State of Haryana has aligned its vision to these focus areas i.e.:

- ▶ Digital Infrastructure as a Utility to Every Citizen
- ▶ Governance & Services on Demand
- ▶ Digital Empowerment of Citizens

# Haryana

## in Line with Vision of Digital India Program

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### Digital Infrastructure as a Utility to Every Citizen

- **High speed internet**
- **Cradle to grave digital identity**  
-unique, lifelong, online, authenticable
- **Mobile phone & Bank account** enabling participation in digital & financial space
- Easy access to a **Common Service Centre**
- Shareable **private space on a public cloud**
- **Safe and secure Cyber-space**

### Governance & Services on Demand

- **Seamlessly integrated** across departments or jurisdictions
- Services **available in real time** from online & mobile platform
- **All citizen entitlements** to be available **on the cloud**
- Services digitally transformed for improving [Ease of Doing Business](#)
- Making **financial transactions electronic & cashless**
- Leveraging GIS for **decision support systems & development**

### Digital Empowerment of Citizens

- **Universal Digital Literacy**
- Universally accessible **digital resources**
- **All documents/ certificates to be available on cloud**
- Availability of digital resources / services in **Indian languages**
- **Collaborative digital platforms** for participative governance
- **Portability** of all entitlements through cloud

# Haryana

## Schemes in Line with 9 Pillars of Digital India Program

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- ▶ **1. Broadband Highways**
    - ▶ SWAN, NOFN, NKN, Rural/Urban Wi-Fi, Cloud Computing, NII (National Information Infra)
  - ▶ **2. Universal Access to Mobile Connectivity**
    - ▶ NOFN, CCIP Policy
  - ▶ **3. Public Internet Access Programme**
    - ▶ CSC, Post Office, Mass IT Literacy NOFN
  - ▶ **4. e-Governance – Reforming Government through Technology**
    - ▶ eOffice, ERP, HRMS, IVRS, Aadhaar based eKYC Services, IT Cadre
  - ▶ **5. eKranti - Electronic delivery of services**
    - ▶ 250+ eServices (G2C, B2C, B2B, G2B, etc), Poerals, Apps (Portals, Mobile), ISMO
  - ▶ **6. Information for All**
    - ▶ MyGov Haryana, eServices, State Portals, Websites, Cyber Security Policy, etc
  - ▶ **7. Electronics Manufacturing**
    - ▶ Incubation Centres, IoT, STPI, IIIT, ITIR, etc
  - ▶ **8. IT for Jobs**
    - ▶ NDLM, Digital Literacy, Skill Development, Rural BPO, IT / ESDM/ Startup Policy etc
  - ▶ **9. Early Harvest Programmes**
    - ▶ RAS, Digital Locker, eSign, IVRS, etc
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# State Initiatives - Priorities

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## **VISION 1: DIGITAL INFRASTRUCTURE AS A UTILITY TO EVERY CITIZEN**

- *Availability of high speed internet as a core utility for delivery of services to citizens;*
- *Cradle to grave digital identity that is unique, lifelong, online and authenticable to every citizen;*
- *Mobile phone & bank account enabling citizen participation in digital & financial space;*
- *Easy access to a Common Service Centre;*
- *Shareable private space on a public cloud; and,*
- *Safe and secure cyber-space.*



# State Initiatives - Priorities

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## **VISION 2: GOVERNANCE & SERVICES ON DEMAND**

- *Seamlessly integrated across departments or jurisdictions*
- *Services available in real time from online & mobile platform*
- *All citizen entitlements to be available on the cloud*
- *Services digitally transformed for improving Ease of Doing Business*
- *Making financial transactions electronic & cashless*
- *Leveraging GIS for decision support systems & development*

# State Initiatives - Priorities

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## **VISION 3: DIGITAL EMPOWERMENT OF CITIZENS**

- *Universal Digital Literacy*
- *Universally accessible digital resources*
- *All documents/ certificates to be available on cloud*
- *Availability of digital resources / services in Indian languages*
- *Collaborative digital platforms for participative governance*
- *Citizens not required to physically submit Govt. documents / certificates*

**Vision 1:**  
**Digital Infrastructure as a Utility to**  
**Every Citizen( Projects)**

## **State Data Center(SDC)**

- SDC was set up in the year 2012 under NeGP scheme of Govt. of India
- No of departments using SDC :- 76
- No of Domain/applications in SDC:- 105
- Supplemented by NIC State Data Center and National Meghraj Cloud serving more that 115 Departments

## **State Wide Area Network(SWAN)**

- SWAN implemented in Haryana under NeGP, Gol plan
- Integrated with NIC's National Knowledge Network(NKN)
- Total no of departments using SWAN :-21
- No of Vertical sites operational :- 141/147 (95.92%)
- No of Horizontal sites operational:- 1277/1277 (100%)
- 1G redundant link was provisioned throug NKN
- SWAN speed upgraded to 34mbps

## National Optical Fibre Network (NOFN)

- Haryana placed in the Phase-I of BharatNet rollout i.e. covering all **6078 GPs** by 2017
- **Optical fibre laying** complete in **5355 locations** and end to end **testing complete for 4051 Gram Panchyats.**
- Hardware equipment: **ONT installed at 294 / 6078 GPs** and **OLT installed 16 /131 locations.**
- **PLB laying** is completed in more than **4453 GPs** and currently **633 "LIT" GPs** c

## Atal Seva Kendras(ASK)

- Set up to deliver citizen services at the door steps of the
- The number of e-services has been consistently increased to ensure minimal interaction with the Government thereby decreasing points of corruption.
- CSC IDs created : 4510
- Transacting CSCs : 3500+
- CSCs shifted in Gram Sachivalayas : 281
- Number of Transactions: 01-01-2017 : 10,43,000

## **Setting up Video Conferencing Facility**

- The VC Infrastructure of NIC Haryana is a state of the art VC setup at all DHQs & SHQ connected over high speed NICNET bandwidth.
- Total 56 VC studios have been set up in Haryana under NICNET
- Total 5170 VC sessions have been held during 2016-17 (April) with over 8808 VC hours.

## **Setting up IIIT, Kildod**

- Address skill challenges of the Indian IT industry
- Capital infusion of Rs. 128 Crore contributed in the ratio of 50:35:15 Central Government, State Government and Industry Partners i.e. Rs 6 Cr is HARTRON's share
- Guest classes in 3 branches of NIT Kurukshetra University from 2014-15

## **Setting STPI Centre at , Panchkula**

- The first STPI Centre is being established at Panchkula. MoU Signing is under process.
- 2 acre plot, 20,000 sq. ft. construction at HSIIDC Panchkula. Cost of Rs 12.8 Cr of which 1.28 Cr transferred.

# **Vision 2: Governance & Services on Demand**

**Providing Support in Implementing  
50 State Level Projects  
23 National Level Projects**

## CM-Window

- CM Window is a grievances redressal and monitoring system in all districts and all departments of Haryana. The grievances are registered at the 122 CM Window counters online and the citizens get the SMS on his/her mobile phone with the grievance registration number.

**More than 2,27,000 Grievances has been redressed through this system**

## Chief Minister's e-Dashboard

Chief Minister's e-dashboard is a unique initiative which is one of its kinds in the country. The dashboard is based on key performance Indicators (KPIs) which have been selected for key departments and services. The data related to these KPIs is pulled onto the CM e-Dashboard which is monitored by the Chief Minister's office to monitor the efficiency of various departments and service delivery within those departments.

**18 Online departments and 171 KPIs included in the Dashboard. 21 offline Departments and 110 KPIs have been included.**



## **e-District**

e-District is a State Mission Mode Project under the National e-Governance Plan. The project aims to target high volume services and undertake backend computerization to e-enable the delivery of these services through Common Service Centers (CSCs) known as Atal Sewa Kendra (ASK).

- **170 G2C e-services covering 24 departments of state Government**
- **99 Business to Citizen (B2C) services**
- **12 G2C Services of Govt. of India**
- **Service Level Agreement has been implemented for each service as per the citizen charter defined under right to service act.**
- **Delivered through**
  - **135+ e-Disha Centers.**
  - **4500+ transacting CSCs**
- **More than 56 lacs services has been delivered.**
- **88 new e-services of 8 departments are in pipeline**
- **Integrated with**
  - **DIGI Locker**
  - **State Resident Data HUB**
  - **eTaal**
  - **CM e-DashBoard**

## Integrated Finance Management System

Implemented on-line Budget Allocation and Monitoring Application), Centralized Pay Processing System for all Haryana Govt Employees), Online Treasury Information, e-Pension and e-GRAS (Government Receipts Accounting System) across the state for

- ✓ Budget estimates from DDO level.
- ✓ Online distribution of Budget upto DDO Level.
- ✓ Online preparation and passing of Bills
- ✓ Online checking of ways and means position
- ✓ Maintaining Evenly Spread of Expenditure across the Year
- ✓ Reducing expenditure rush in the month of March leading to better finance management
- **More than 3.66 Crores transactions in 2016-17**
- **First state to implement its own On-line e-stamping solution on any time anywhere basis and its integration with property registration.**
- **First state to implement e-TDS system for filing income tax returns by the DDOs/TOs.**
- **First state to issue Aadhaar enabled Digital Life Certificate for pensioners**

## **Computerization of Targeted Public Distribution System**

ePDS has been implemented across the State covering for Online Ration Cards Management, Allocation, Supply Chain Management, Ration distribution through PoS devices at FPS using Aadhaar based authentication using both Cash and Cashless (successfully carried out in Ambala on pilot basis) modes. This system caters to more than 1,30,00,000 beneficiaries.

**About 15 Lakh beneficiaries have been found duplicate.**

**State has saved about 250 Crores of rupees annually.**

**Wheat allocation is down by about 10,000 MT (15%) every month.**

## **Social Security Pension Schemes through DBT**

Department of Social Justice and empowerment is electronically transferring pension to more than 24.04 lacs. These beneficiaries' are scattered under 9 SSP schemes namely Old Age Samman Allowance, Widow Pension, Disability Pension, Ladli Allowance, and Financial Assistance to Destitute Children (FADC), Non School Going Disabled Children (NSGDC) and Allowances to Dwarfs & Eunuchs.

**State has saved about 114 Crores of rupees annually.**

**About 5 Lakh beneficiaries have been found bogus.**

## Computerization of Transport Department

- **VAHAN** is the flagship e-Governance application to automate the RTO operations related to vehicle registration, permit, taxation and enforcement in the whole country. **1,51,01,576 Transactions**
- **Sarathi** is the flagship e-Governance application to automate the RTO operations related to Learner License, Driving License and Conductor License in the country. **8,06,926 Transactions since 27/02/2017.**
- **Online new Non Transport vehicle registration** application through Dealer point System for Online application submission of vehicle registration for new non transport vehicles implemented in 54 transport authorities. The system is being used by 1185 automobile dealers . **11,05,578 Transactions**

## Aadhaar based Birth & Death Registration System

Implemented Across the state first time in India Aadhaar based Birth & Death Registration System so as to cover 100% newly born child. Also implemented in private hospitals.

# E - Office

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## **Project Brief**

The Government of India, has recognized e-Office as a core mission mode project (MMP) under the National e-Governance Plan (NeGP). This project includes electronic movement of files and documents across all Haryana government departments. It also covers generation of portal for each department for publishing circulars and notifications related to the department. This shall also cover human resource management system including e-Leave, e-Tour, eSalary.

## **Current Status**

- Implemented in Industrial Training Department of
- Implementation started in E&IT Department, Hartron, HSiIDC- Trainings underway.
- Pilot training is under way in all the departments of Haryana.

# Mobile App/ UMANG

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## **Project Brief**

- State is working in coordination with MeitY, Gol to launch eServices over mobile platform under Unified Mobile Application for New Age Governance (UMANG) scheme.
- Through these applications, the citizens can access pan India e-Gov services of his/her choice, from any locations.
- This will be a platform to host the schemes of central and state government departments, local bodies and other departments
- It is targeted to provide at least 50 G2C Services of Haryana over Mobile platform during the year 2017-18.

## **Current Status**

- Currently 28 services are in process to be implemented.

**Vision 3:**  
**Digital Empowerment of**  
**Citizens(Projects)**

# Skill Development

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## **Project Brief:**

- Realising the importance of skill development in addressing the challenges of unemployment and to ensure gainful employment for the poor and vulnerable people, Skill Development Policy was notified
- To cover this gap by providing 3-4 month skill development courses and assist them in placement Targets
- To make all citizens digitally literate

## **Current Status:**

- Hartron is training youth in IT Skills through its 80 e-education Centres throughout the State. Annually 30000 candidates are being trained by Hartron.
- Haryana Knowledge Corporation Limited (HKCL) has established 245 franchise centres and 300 more franchise centres are targeted to be setup during the year 2017-18
- Establishment of Multi Skill Development Centres at Gurgaon and Ambala
- MOUs signed with various Placement Agencies / Pvt players, etc. and Bulk SMS App/ Call Centre Started.
- Department is working towards Digitizing Universities of Haryana
- **State Working on MIS Portal, Awareness, Creation of MSDC at Gurgaon**



# IT/ESDM Policy

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## **Current Status:**

- The New Policy on Electronics, Information and Communication sector (i.e. IT/ ITeS /ESDM Policy) is being formulated by the State

## **Key features of draft ESDM policy**

- **Power Subsidy:** power @ INR 5.49 per unit
- **VAT/CST/SGST reimbursement:** 100% reimbursement for a period of 10 years subject to maximum of 100% of FCI
- **Stamp Duty:** 100% reimbursement of stamp duty paid on sale/lease deeds for setting up units in B, C, D blocks
- **Land Concession:** 25% subsidy on the rates as per collector guidelines on purchase of land
- **EDC Charges:** 100% exemption (Subject to HSIIDC Policy)
- **Development Electronic Manufacturing Clusters (EMCs):** Govt. of Haryana to earmarked land for developing EMCs in the state
- **Skill training under Electronic System Design Manufacturing (ESDM):** Under this scheme, 3000 persons have been earmarked to be trained in the current year and 15000 students to be trained in next 4 years.

# Rural BPO and IT Cadre

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## **Current Status ( Rural BPO)**

- Part of Gol scheme to set up 100 Rural BPOs nationwide with 48,000 seats to cater to local and language needs
- Haryana is primarily focusing on Agriculture
- Propose collaboration with HSAMB to leverage their state-wide infrastructure in smaller towns

## **Project Brief(IT Cadre)**

- The job work policy of the State was formulated in the year 2001 which was best suited to fulfill the short-term requirements
- Long term mandate cannot be served by having entire work force of computer professionals working on job work basis/ contractual assignments.
- Good resources leave due to low remunerations and lack of job security - general attrition rate is 30-40 %.
- Loss of good resources create Vacuum and Slows the progress of Projects
- Need of a Permanent IT Cadre along with provision of hiring resources on need bases

## **Current Status(IT Cadre)**

- IT cadre is in place for IT department, Large / Medium and Small Departments and also for District Administration

# Incubators at 7 Universities

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## Current Status

- Covered under the hub-and-spoke model of NASSCOM
- Feeder to the Start-up Warehouse at Gurgaon
- Creation of physical infrastructure and active facilitation by coordinator for student innovators within college premises

## Incubation Centres in 7 Universities

Seven incubator centres are proposed to be setup at the cost of Rs. 30.00 lakhs each in 7 Universities of the state

### Universities

1. Maharishi Dayanand University, Rohtak
2. Kurukshetra University, Kurukshetra
3. Bhagat Phool Singh Mahila Vishvavidyalaya Sonapat, Khanpur Kalan
4. Indira Gandhi University, Meerpur, Rewari
5. Ch. Devi Lal University, Sirsa
6. Ch. Bansi Lal University, Bhiwani
7. Ch. Ranbir Singh University, Jind

**Start-up Warehouse:** The State Government is in the process of setting up innovation campus at Gurgaon in collaboration with NASSCOM for incubation for Startups

# IT Cadre – E&IT Department

(50-70 resources)

**LARGE  
Departments  
(7-10 resources)**

**MEDIUM  
Departments  
(5-7 resources)**

**SMALL  
Departments  
(3-5 resources)**

**District  
Administration  
(3-4 resources)**

- **IT Cadre Approved by Administration/ Competent Authority.**
- The IT department shall give the structure to the departments with advisory.
- Departments to choose the positions and number as per their requirements and accordingly they have to create posts either by surrendering the existing vacant posts or create new posts which would be on the rolls of the intending department.
- These departments to send the requirements to the E&IT department, post which, these personnel shall be provided following proper procedure and considering job responsibilities.
- In addition, the departments may take contractual positions as per their additional requirements like Data Entry Operators, etc as per HIL policy.

**Other New Major Initiatives  
of  
State / Centre**

# Jan Seva Survey (formerly SRDB)

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## **Project Brief :**

Started with a mandate to create a state database to proactively provides state scheme benefits directly to citizens. SRDB a dream project to uniquely identify the residents and creating an integrated database covering major parameters related to socio-economic.

## **Current Status:**

- Currently 5.18 Cr resident data(records) from 15 departments are integrated in SRDB.
- MoU with Andhra Pradesh Government.
- Pilot Survey is in process, More than 2000 Citizens, 700 House Holds Surveyed so far.
- Continuous Training Programmes– cum-Workshops are being organized in all the Districts of Haryana.
- Application integrated with 16 departments (21 databases).
- Hardware like Mobile tabs, e-KYC Finger Print devices, e-KYC IRIS has been procured.
- Survey is expected to start by July 30th 2017.

# Pradhan Mantri Gramin Digital Shaksharta Abhiyan (PMGDISHA)

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## **Project Brief :**

The Scheme is aimed at empowering the citizens in the rural area by training them to operate computer or digital access devices (like tablets, smart phones etc) send and receive emails, browse Internet, access Government services, search for information under digital payments etc.) the current status of the implementation of the scheme is as follow.

In total approx 12 lac Students need to be trained

## **Current Status:**

128660 Students	- Registered
102763 Students	- Trained
7255 students	- Certified

# DigiGoan

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## **Project Brief :**

The DigiGaon project intends to provide a platform for availability of services namely tele education, telemedicine, skill development, LED Street Lighting and Wi-Fi Hotspot to the people at the Gram Panchayat level in Selected blocks in the State. The Main objective of the scheme are as follow:

- To demonstrate the potential of digital technologies to improve quality of life in rural areas
- To facilitate access to regional medical centres for local population for expert opinion
- To provide access to interactive teaching in local schools having shortage of teachers
- To provide Wi-Fi based internet access and LED street lighting at common place in the village
- To Provide tele support for imparting skill development trainings ,holding information sharing sessions, organising interactive sessions with experts, govt officers etc.
- **Committee constituted recently to oversee implementation.**



# Other New Major Initiatives of State/ Centre ERP (Enterprise Resource Planning )

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## Project Brief :-

- ERP is a business process management software/ tool that allows a department to use a system of integrated applications to manage the business and automate many back office functions related to technology, services and human resources.

## Current Status of Project/ Activities

- **Public Health Engineering Department (PHED)** has developed and implemented an ERP at various levels from State Headquarters upto 174 Sub Divisions and various line departments.
- The system has interfaces for other departments (Accountant General, Irrigation and Power) who update / use data.
- **ERP Solution of Irrigation department:** With the Works Monitoring System at the core, an integrated suite for Asset Directory Creation and Divisional Accountancy and its linkage with WMS is under progress.

Thank You