

Chapter VI

E-Governance

E-Governance

With a view to introducing E-Governance in the State Administration, the Assam Administrative Reforms Commission recommends that the following steps should be taken on a priority basis:

1. Functioning of the proposed Information Technology Department should commence immediately as it is already delayed.
2. Each Department must have an I.T. plan, which has to be implemented on annual basis. Common software for tracking all files, file movements, grievance redressal, etc. should be used by all the Secretariat Departments. At least 5% of the budget of the Department should be earmarked for computerization.
3. Each Department and each important public agency, e.g., Zila Parishads, DRDAs, etc., must have a well defined website of its own, hosted by a duly authorized agency, preferably a Government agency, like, NIC, AMTRON, etc. These websites should be updated regularly, at least once a month and also after any important change. These should also be interactive, so that people could give their feedback and access information through them from the Government.
4. Each Department/ Public Agency funded by Government must have digitized data base for all the categories of employees as per the common format prescribed by the Government as advised by Asian Development Bank.
5. Each Secretary holding a Department must have a MIS (Management Information System) with relevant database, so that he/she can exercise effective control over the functioning of the Department.
6. The LAN installed in the Secretariat should cover all the departments as early as possible. There should be extensive use of E-mail in the State Government Administration for quickening communication as well as reduction of telephone bills.
7. Government of Assam should have the State Wide Area Network. Initially, this may perhaps be done by interlinking the 219 CICs with Sub-Divisional and District Head Quarters as well as State Capital at Dispur.

8. As a first step, all the staff in the Secretariat, irrespective of seniority, must be appropriately trained in computer operation so that common software can be used across the Secretariat.
9. Typists and stenographers in all Secretariat departments must be trained for working on computers. Manual typewriters in the Secretariat should be phased out and substituted by computers, except keeping a few as standby. The cadre of typists should be abolished and the present typists may be designated as data entry operators.
10. The LAN should be used for most communications, and except matters that are confidential in nature, service matters, and matters before the courts, all the rest of file work should be done on computers.
11. Each Department must immediately create databases covering the subjects dealt with in the department, with built-in system for regular updating of such databases. Provision must be made for sharing data among the departments whenever required.
12. The Departments should not set up individual info. kiosks at the field level; common kiosks should be set up at the district or the block level, covering all the concerned departments. The CICs could also be used for this purpose.
13. All Citizens' Charters must be put on the web and all the services that citizens most frequently need and use should be provided locally as a part of e-Governance, as has been done through 'GYANDOOT' Programme.
14. The Departments of Transport, Taxes, Police and Revenue should be computerized on a priority basis, including all check-gates like Srirampur Baxirhat, etc.
15. For communication with District, Sub Divisional and other field offices, the Internet facility should be extensively used. Messages related to only law and order should be sent through Police Wireless System., as using Police Wireless System for sending all types of messages is a very costly proposition.
16. The provisions of the Information Technology Act, 2000, where digital signatures have been legalized, should be given wide publicity, so that not only the officials but also the general public are aware of this provision.

17. Payrolls in all departments should be computerized. This would speed up the work and also economise on the costs involved.
18. Recruitment rules of all the departments should be suitably modified so that appropriate computer skills are made mandatory for all entry-level direct recruitments.
19. Government employees should be encouraged to acquire computer skills relevant to daily office use within a specified period. For this purpose, the government should introduce incentive schemes to motivate employees.
20. The Government of India, in the Ministry of Information Technology, has adequate funds for helping the States in introducing E-Governance. Asian Development Bank has also provided fund for this purpose. Thus, there would be no dearth of fund for introducing E-Governance in Assam.

The **Bhumi** Project introduced by the Karnataka Government, covering all the areas of revenue administration, should be introduced in Assam also at the earliest with suitable modifications. The Government of India is prepared to provide 100% finance required for this purpose, and the Government of Karnataka is prepared to help with technical know how.

As an experimental basis, registration of documents in Kamrup Metropolitan District should be computerized. NIC has necessary expertise in this regard, since such computerization has been done by NIC in other states. Computerized registration of documents should cover all the districts in phased manner.

National Workshop on E-Governance
held on October 15 & 16, 2004
Assam Administrative Staff College,
Jawahar Nagar, Guwahati

Organized jointly by Assam Administrative Reforms Commission,
Department of Administrative Reforms & Training, Government of Assam
and Asian Development Bank

Objective

To build a common understanding of Government of Assam's E-Governance objectives and explore solution to key issues.

Shri Tarun Gogoi Hon'ble Chief Minister, Assam inaugurated the Workshop

Key Findings and Recommendations:

1. Implementation of a Government of Assam E-Governance Policy (to be built upon the Government of Assam's existing Information Technology Policy – vision and objectives) that serves as the appropriate tool and foundation to achieve the Chief Minister's vision of a State that CARES (i.e. providing **committed, accountable, responsible, efficient and service oriented** Government)
2. Establishment of a State E-Governance Mission to prepare and manage the implementation of a State E-Governance roadmap for all State E-Governance initiatives, whereby the key responsibility of the E-Governance mission is to manage, facilitate and support the implementation of an Integrated Government Management Information System (IGMIS).
3. Preparation of a State roadmap for implementation of an integrated IGMIS, which includes:
 - Defining roles and responsibilities of all key stakeholders (Administrative Reforms Commission, Department of Information Technology, AMTRON, NIC, etc.) and implementing agencies (all executive and line departments);
 - Preparing inventory of existing IT resources (hardware, software, networks, trained users, etc.);
 - Defining phased approach and time bound action plan for implementing an integrated financial management (including budgeting, planning, accounting, financial and management reporting, etc.), procurement (including contract, project management, etc.), and human resource management (including employee database, payroll, etc.) approach across all State departments (data collection, systems can be interfaced and compatible);
 - Identifying, prioritizing, and facilitating implementation of E-Governance initiatives for improving Government of Assam's service delivery and accountability and transparency to citizens, such that E-Governance activities with high visibility and coverage and immediate impact are prioritized and implemented; and
 - Identifying available finance (central including NEC, state, private sector – banks, etc., development agencies – Asian Development Bank, World Bank, Others, etc.) and developing and managing partnerships.

4. The Mission and the State Roadmap should be guided by the following key principles:

- Required integration of all E-Governance departmental initiatives according to the State's defined framework;
- Common hardware and software platform;
- Single point of capture of all data;
- Multi user access to a unified State database/s (financial, human resource, etc.);
- Use of existing readily available software solutions rather than developing from scratch, that will build on existing applications (revenue, treasury, etc.);
- Incorporate lessons learned and experiences of other states;
- Need for an effective change management strategy to orient all Government of Assam staff and enable successful implementation of E-Governance/ IT systems across all departments;
- Need for a strategy for extensive and continual IT training for all potential Government of Assam users;
- Need for alignment of E-Governance / IT systems with recommendations of departmental functional and process review;
- Need for extensive and continual public awareness campaign to enable communication of benefits of E-Governance initiatives to citizens;