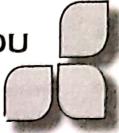# E-GOVERNANCE IN TAMIL NADU

e-governance Definition

✠ The "e" in e-Governance stands for 'electronic'. Thus, e-Governance or electronic governance implies the application of Information and Communicat Technology (ICT) to government runctioning.

✠ According to the World Bank, e-governance refers to the use by government agencies of information technologies that have the ability to transform relations with citizens, businesses, and other arms of government.

✠ e-Governance is basically a move towards SMART governance implying: simple, moral, accountable, responsive and transparent governance.

Interactions in e-Governance

✠ There are four types of interactions in e-Governance viz., government to citizens (G2C), government to business (G2B), government to government, that is, inter-agency relationships (G2G), and government to employees (G2E).

✠ The Second Administrative Reforms Commission has explained the above four types of interactions in e-Governance in its report entitled "Promoting e-Governance.

Benefits of e-Governance

✠ Better delivery of government services to citizens

✠ Improved interactions with business and industry

✠ Citizen empowerment through access to information

✠ More efficient government management

✠ Less corruption in administration

✠ Increased transparency in administration

✠ Greater convenience to citizens and businesses

✠ Cost reductions and revenue growth

✠ Increased legitimacy of government

* Flattens organisational structure (less hierarchic)

* Reduced paper work and red tapism in the administrative process

* Better planning and coordination between different levels of governance

* Greater citizen participation in the governance process

* Improved relations between the public authorities and civil society

* Re-structuring of administrative processes

e-Governance Initiatives

* A National Task Force on Information Technology and Software Development was set-up in 1998.

* The Ministry of Information Technology was created at the Centre in 1999.

* In the year 2000, a 12-point minimum agenda for e-Governance was identified for implementation in all the central ministries and departments.

* The Information Technology Act (2000) was enacted. This Act was amended in 2008.

* The Semiconductor Integrated Circuits Layout-Design Act (2000) was enacted.

* The first National Conference of States IT Ministers was organised in the year 2000, for arriving at a Common Action Plan to promote IT in India.

* The National Institute for Smart Government (NISG) was set-up at Hyderabad in the year 2002.

* The state governments launched e-Governance projects like e-seva (Andhra Pradesh), Bhoomi (Karnataka), Gyandoot (Madhya Pradesh), Lokvani (Uttar Pradesh), FRIENDS (Kerala), e-mitra (Rajasthan) and so on.

* The National e-Governance Plan (NeGP) was launched in 2006. Initially, it consisted of 27 Mission Mode Projects (MMPs) and 8 support components. Later, in 2011, 4 more projects (health, education, PDS and posts) were introduced.

* A National Policy on Open Standards for e-Governance was notified in November 2010. It provides a set of guidelines for the consistent, standardized and reliable implementation of e-Governance solutions.

* The National Policy on Information Technology (NPIT) was approved in 2012. It focuses on deployment of ICT (Information and Communication Technology) in all sectors of the economy and providing IT based solutions to address citizen centric issues.

e-office— A National Mission Mode Project

✠ e-Office is one of the Mission Mode Projects (MMPs), under the National e-Governance Plan (NeGP).

✠ The project is aimed at significantly improving the operational efficiency of Central Government Ministries and Departments through improvement in the workflow mechanisms and associated office procedure manuals.

✠ "e-Office" primarily involves workflow automation and knowledge management including document records management, setting and controlling the workflow in the organisation, work allocation and tracking, maintaining audit trails, performance benchmarking and generating operational MIS. The project is being implemented through NIC.

Institutional framework

Tamil Nadu e-Governance Agency

✠ Tamil Nadu e-Governance Agency (TNeGA), as a State Nodal Agency has been formed to support and drive all e-Governance initiatives of the Government of Tamil Nadu.

✠ It aims to fulfil the Vision, through use of Information Technology in Governance and delivery of services to public at their doorsteps.

✠ This e-Governance Agency was formed under the Information Technology Department, Government of Tamil Nadu to function as an intrinsic arm of the Government with a mandate to drive e-Governance in the State.

✠ This agency has been registered under the Tamil Nadu Societies Act. The Policy is to achieve the vision of integrated service delivery to the Citizen at the nearest location at an affordable cost.

Electronics Corporation of Tamil Nadu Ltd. (ELCOT)

✠ Electronics Corporation of Tamil Nadu Ltd. (ELCOT) is the promotional agency designated by the Government of Tamil Nadu for promoting IT industries in the state of Tamil Nadu.

✠ ELCOT provides hand holding to IT entrepreneurs, promotes joint ventures in electronics, communication and IT, develops infrastructure like IT Parks and Communication backbone.

✠ ELCOT is also involved in various e-governance and computer education initiatives of Government of Tamil Nadu.

Tamil Nadu Arasu Cable TV Corporation Limited (TACTV)

✠ TACTV was incorporated under Companies Act, 1956 on 04.10.2007

with an intention to provide high quality cable signals to the public at an affordable cost.

✠ The Vision is to provide high quality Cable TV, e-sevai and Internet services to the public at an affordable cost using the latest and emerging Technologies.

✠ It also implements the Centre's broadband project "BharatNet" linking more than 12,500 rural local bodies in the state

Tamil Nadu Fibrenet Corporation (TANFINET)

✠ TANFINET was formed to execute the BharatNet Project under which 12,524 Village Panchayats are planned to provide 1Gbps connectivity through Optical fiber network.

✠ BharatNet is a flagship project of Government of India to provide broadband connectivity at all Gram Panchayats.

✠ BharatNet project intends to provide internet access by laying optical fiber from Block to the Gram Panchayats and to enable the Govt to provide e-service and e-applications across the state.

✠ Tamil Nadu Arasu Cable TV Corporation was handling the BharatNet scheme which is now handled by newly incorporated TANFINET Corporation.

Tamil virtual university (TVU)

✠ A "Tamil Virtual University" has been created at Chennai. This will promote the learning of Tamil by interested students anywhere in the world through the Internet. This is the first of its kind in the world in a language other than English.

✠ The Tamil Virtual University aims at providing Internet based resources and opportunities for the Tamil Communities living in different parts of the globe as well as others interested in learning Tamil and acquiring knowledge of the history, art, literature and culture of the Tamils.

✠ Tamil Virtual Academy creates digital library with digital resources of rare printed books, periodicals, palm-leaf manuscripts, rare paper manuscripts, photographs, audio-visual materials of Tamil Language, Literature and Culture

ICTACT

✠ ICT Academy of Tamil Nadu is an initiative of the government of India in collaboration with the state governments and industries.

✠ ICT Academy of Tamil Nadu would empower the faculty members and students of Tamil Nadu with ICT knowledge and technology.

✠ With training of teachers and students as the primary objective,

ICT Academy of Tamil Nadu has been working through a seven pillar program in the areas of faculty development, student skill development, entrepreneurship development, youth empowerment, industry-institute interaction, digital empowerment and research & publications.

✠ Through its various initiatives, ICT Academy of Tamil Nadu has been part of strengthening the India's four important visions on skill India, digital India, startup India and make in India.

State resident data hub

✠ TN created the State Resident Data Hub (SRDH) in 2013 as a unified data repository with biometry enabled citizen's data derived from the National Population Registry to service all departments. Now it is renamed as "Makkal".

✠ This repository will be accessed made available to all departments which deliver services to citizens.

✠ It will help the Government in better targeting, effective service delivery, greater accountability and more efficient monitoring of schemes.

✠ It is also proposed to use it to put in place a biometric or Aadhaar based payment system to disburse welfare benefits to citizens.

TNSWAN

✠ The Tamil Nadu State Wide Area Network (TNSWAN) is implemented by ELCOT for the Government of TamilNadu.

✠ It connects all the government offices in the state for a closed user group consisting only Government officials for the Smooth & Safe functioning of the Government.

✠ TNSWAN was among the first lot of e-governance infrastructure created under the National e-Governance Action Plan.

✠ TNSWAN, a shared scheme between the Centre and the TN government, commenced operations on December 1, 2007.

Block Chain Backbone

✠ Tamil Nadu government set up a new block chain backbone infrastructure called Nambikkai Inaiyam.

✠ Block chain technology will provide cyber security and data integrity to applications focused on citizen engagement and experience.

✠ Data stored using blockchain technology cannot be altered.

✠ TNeGA builds a blockchain platform for the Tamil Nadu government. at a cost of approximately Rs 40.80 crore, to be offered as a service to all government departments, without them having to maintain a blockchain node.

✠ They shall be able to verify their data in the blockchain independently without hosting the node.

✠ With regard to zero proof identity, at present in e-governance, citizens have to apply for various government departments and its agencies, either by going over to their offices or through Arasu e-Sevai Centres or from their homes.

✠ The resident can view his certificates/ documents in his vault using their mobile numbers as user ID and OTP.

District e-Governance Societies

✠ Tamil Nadu Arasu Cable TV Corporation (TACTV) and Electronics Corporation of Tamil Nadu Limited (ELCOT) have been allowed to establish Customer Service Centres (e-Sevai centres) in all the District headquarters, Taluk offices and Corporations and Municipalities.

✠ Primary Agriculture Cooperative Credit Society (PACCS), Village Poverty Reduction Committees (VPRCs) aided Pudhu Vaazhvu Project have been allowed to commence the e-Sevai centres in the rural areas of their jurisdiction across the State.

✠ International Fund for Agricultural Development (IFAD) has been allowed to commence the e-Sevai centres in the coastal/ remote areas.

✠ Village Level Entrepreneurs (VLE) has been allowed to commence the e-Sevai centres in the Village Panchayats.

✠ The Common Service Centre Project is IT enabled Government Services should be accessible to the common man in his/her village, through efficient, transparent, reliable and affordable means implemented under the National e-Governance Plan (NeGP),

✠ The scope of the program is to cover maximum Government services and provide all high quality and cost effective e-Governance services under one umbrella through the use of ICT.

✠ A highlight of the CSCs is that it will offer web-enabled e-Governance services in rural areas, including application forms, certificates, and utility payments such as electricity, telephone and water bills.

Benefits

✠ One stop solution for various G2C services.

✠ Citizen can avail all the Services at their doorstep.

✠ Citizen can monitor their application status at any point of time.

✠ The time taken to deliver the services is drastically reduced from 15 days to 2 days.

✠ The CSC programme provides employment opportunity to Village Level Entrepreneurs (VLEs), lucrative business to People's organizations such as PACCS, VPRCs, IFAD and PSUs such as TACTV.

State Data Centre

✠ The State Data Centre (SDC) has been identified as one of the element of the core infrastructure for supporting e-Governance initiatives of NeGP (National e-Governance Plan).

✠ The establishment of State Data Centre (SDC) for Tamil Nadu has been initiated as per the guidelines of SDC. It is a Scheme shared between Central and State.

✠ The SDC will consolidate services, applications and infrastructure to provide efficient electronic delivery of G2G, G2C and G2B Services.

✠ State Data Centre would provide much functionality via TNSWAN (Tamil Nadu State Wide Area Network) and CSC (Common Service Centre).

State Family Data Base

✠ SFDB will be the single source of resident data for Tamil Nadu maintained under TNeGA.

✠ SFDB will be maintained in a digitized, centralized and secured manner for the purpose of seamless beneficiary identification to disburse benefits provided by different welfare schemes to eligible Citizens.

Centre of Excellence in Emerging Technologies (CEET)

✠ CEET has been established with the vision to bridge the knowledge gap between development and application of emerging technologies in Government Departments.

✠ CEET is envisaged to act as a catalyst for diffusion of innovation into the targeted Departments. It would provide a platform for collaborative partnerships with various stakeholders.

✠ It would facilitate integration of industry, Government, academic and non-Government organizations to bridge the gap between the product and the need.

Policies

E-Waste Management Rules, 2016

✠ Electronic waste or e-waste comprises old, end of life electrical and electronic appliances such as telephones, cellular telephones, computers, laptops, television sets, refrigerators, washing machine, air-conditioners, fluorescent and other mercury containing lamps etc.,

✠ The rules apply to every manufacturer, producer, consumer, bulk consumer,

collection centres, dealers, e-retailer, refurbisher, dismantler and recycler involved in manufacture, sale, transfer, purchase, collection, storage and processing of e-waste or electrical and electronic equipment.

✠ As per the rules, the producer of the electrical and electronic equipment shall be responsible for collection and channelization of e-waste generated from the 'end-of-life' of their products under Extended Producers Responsibility.

✠ State Pollution Control Board shall grant and renew authorization to the manufacturers, dismantlers, recyclers and refurbishers.

E-security policy 2010

✠ The Tamil Nadu government introduced an E-Security policy to protect vital information communicated among government departments.

✠ The purpose of the policy is to define a set of minimum information security requirements that shall be met by all departments.

TN ICT Policy 2018

✠ The Tamil Nadu Government has announced a new Information Communication Technology Policy, 2018 to address the aspirations of investors, especially IT and ITeS companies, MSMEs and start-ups by way of provision of standard administrative incentives, capital subsidies, tax exemptions, and special incentives.

✠ It also has provisions for incubating start-ups and creating Research Parks.

✠ Awards for promoting Green IT industry and single-window facility for early clearance from concerned agencies.

✠ The goals in the policy note also include integration with the government's initiatives of its 'Vision 2023' and according special attention to start ups, SMEs and women employment.

Tamil Nadu Geographical Information System (TN-GIS)

✠ Taking a giant leap in e-governance, TN government is creating a centralized digital maps repository called TN-GIS, which will provide all the departments access to GIS spatial layers that will come in handy while taking key policy decisions and also during disasters.

✠ Tamil Nadu e-Governance Agency (TNeGA) has been nominated as a nodal agency for the implementation of GIS for the entire State

✠ Accordingly the Tamil Nadu Geographic Information System (TNGIS), a project conceived in 2014, will be the central repository of all digital maps.

Initiatives

Amma e-Gramam

✠ Amma e-Gramam project would facilitate the villagers to benefit tele-medicine, tele-education, Wifi hotspot, skill development, digital knowledge.

✠ Free internet facility would be given to 366 government higher secondary schools in educationally backward blocks. The government has implementing it in 50 government higher secondary schools through TACTV.

TamilNet 2017

✠ It has been proposed to connect all the Corporations, Municipalities and Town Panchayats through Optic fiber enabling the urban citizens to reap the benefits of Digital Revolution and avail the services of Government Departments at their doorsteps.

✠ TamilNet will be implemented in Public Private Partnership (PPP) mode with funding assistance from State Undertakings like ELCOT and TACTV.

Police-E-Eye app

✠ The Coimbatore city traffic police has launched a mobile application „PoliceE-Eye'for the public to report on traffic violations to police and to keep a check on the same.

✠ The app was developed by Aveon Infotech Pvt. Ltd under its Corporate Social Responsibility.

✠ The violations so filed can be photographed which will be sent to the police along with the location, time and date with the help of GPS.

Namma Chennai mobile app

✠ The Greater Chennai Corporation has added additional services to the Namma Chennai mobile app for the use of the general public.

✠ Birth certificate, death certificate, property tax collection status and receipt download, professional tax collection status and receipt download, trade licence status and receipt download can all be done using the application now.

✠ Changes to birth and death certificates can be made online using the app.

✠ It also allows the submission of complaints.

Portal for pensioners

✠ Tamil Nadu has recently launched a new portal for pensioners'- (https://tnpensioner.tn.gov.in).

✠ The portal was jointly developed by the Department of Treasuries and Accounts and National Informatics Centre.

✠ From the portal, Details of monthly pension credited into the bank

accounts, Restoration of commuted value of pension, Enhanced family pension, etc., can be accessed without approaching the Treasury/Pension Pay Office.

Womaniya on GeM

✠ The Government e Marketplace [GeM] is an initiative to enable women entrepreneurs and women self-help groups [WSHGs] to sell handicrafts and handloom, accessories, jute and coir products, home décor and office furnishings, directly to various Government ministries.

✠ The GeM is an online platform of the ministry for procurement of goods and services by government departments, public sector units, and other agencies.

Digicop Mobile App

✠ Tamil Nadu police has launched a mobile application called 'Digicop'.

✠ The user can lodge mobile theft complaints using the app and can check if the user's mobile is in the police list of retrieved mobiles.

✠ Using DigiCop App, people can verify IMEI, report lost two-wheelers and phones, know the nearest police station, police news and traffic alerts.

Uzhavan app - JFarm

✠ Tamilnadu has launched a new service in State government's Uzhavan App to enable farmers get equipment meant for agricultural operations at reasonable rent.

✠ This has been done by integrating JFarm Services App of Chennai-based Tractor and Farm Equipment Limited (TAFE) with Uzhavan App.

✠ JFarm Services App aims to increase easy access to farm mechanisation solutions through renting out tractors and modern farm equipment to small and marginal farmers.

✠ The app also provides localised weather forecast, agri-news alerts and advisory, enhancing their productivity and increasing their income significantly.

18th Tamil Internet Conference

✠ International Forum for Information Technology in Tamil (INFITT) and Anna University have come together to organise 18th Tamil Internet Conference.

✠ It was held between 20 and 22 September 2019.

✠ Theme of the conference: 'Tamil Robotics and Language Processing'.

✠ 17th World Tamil Internet Conference held at Coimbatore Tamil Nadu Agricultural University with the theme of the conference is 'Arivusaar Tamil Theduporigal' (Intellectual Tamil search engines).

Project STAR 2.0

✠ Simplified and Transparent Administration of Registration — STAR 2.0 Project, which ensures quick and transparent service, simplified process, elimination of middlemen and a pleasant experience about registration process.

✠ Under this scheme, people can create and submit documents through www.tnreginet.gov.in website.

✠ The period for online download of Encumbrance Certificates has been extended from 30 years to 42 years — ie so far, the Encumbrance Certificates up to 1987 can be downloaded free of cost.

✠ Now, people can download these certificates up to 1975. All payments to the registration department can be made through 11 banks, including the SBI.

e-challan app

✠ Tamil Nadu's State Transport Authority launched an Android-based e-challan mobile app for the regional transport offices in the central region to provide a comprehensive and transparent traffic enforcement system.

✠ The e-challan application will enable the RTOs to do real-time check to identify whether the vehicle has proper records such as fitness certificate.

Kavalan – SOS app

✠ Kavalan App was launched by the State police towards ensuring safety of women and elderly persons.

✠ The people of Tamil Nadu can use to seek police assistance instantly in emergency situations such as physical emergencies, eve teasing, kidnapping or natural disasters such as floods, earthquake, etc.

Operation Digital Board

✠ Union Human Resource Minister launched Operation Digital Board to leverage technology to boost quality education in the country.

✠ Operation Digital Board (ODB) is a revolutionary step which will make both learning as well as the teaching process interactive and popularize flipped learning as a pedagogical approach.

✠ It has been launched on the lines of Operation Blackboard to provide better digital education in schools.

✠ UGC will be the implementing agency for ODB in Higher Education institutions.

✠ Central government will implement the scheme in the schools in association with state government.

Khelo India Mobile App

✠ Prime Minister launched the Khelo India Mobile App at the Youth

Parliament Festival held in New Delhi.

✠ This App was developed by the Sports Authority of India.

✠ It helps to create awareness about sports and fitness, especially among youngsters.

✠ It has three features which will help identify potential champions among children.

1. First section is a beginner's guide which gives the user information about the basic rules and regulations of 18 sports disciplines.

2. Second section includes data of sporting facilities across the country.

3. Third section has eight tests which can be taken to ascertain not just a young athlete's level of fitness.

Mobile Applications for Lok Sabha election

✠ The Chief Electoral Officer (CEO) of Tamilnadu Satya Prasad Sahu informed four Android-based Apps specifically designed for the 2019 general election. These are cVIGIL, Voter Helpline, Suvidha, and PwD.

✠ cVIGIL stands for "citizens'vigil". It provides time-stamped evidentiary proof of model code of conduct/ expenditure violation and has live photo/video facilities with auto location data.

✠ Voter Helpline App helps a person would be able to check the status of his/her position in the electoral roll.

✠ Suvidha App helps a political party's representative, candidate and election agent to apply for various permissions for election purpose.

✠ PwD App is meant for people with disabilities. ECI is working towards easing the voter identification and registration process for the PwDs by offering them customized services during election time.

SHREYAS Portal

✠ Minister for HRD, Prakash Javadekar has launched the Scheme for Higher Education Youth in Apprenticeship and Skills (SHREYAS) at New Delhi.

✠ SHREYAS portal will enable educational institutions and industry to log in and provide their respective demand and supply of apprenticeship and the matching of students with apprenticeship avenues will take place as per pre-specified eligibility criteria.

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