Unit – 04: Focusing on Indian initiatives and their impact on citizens.

- "Sharing of case studies to highlight best practices in managing e-Governance projects in Indian context".

- "Visits to local e-governance sites (CSC, eSeva, Post Office, Passport Seva Kendra, etc) as part of Tutorials".

Questions to be discussed:

1. Discuss about Indian initiatives and their impact on citizens.
2. How useful e-Governance in managing the projects in Indian context".
3. What do you mean by CSC? What are the objectives of CSC?
4. What is the concept of e Seva? What are the features of e Seva services?
5. What is a Passport Seva Kendra (PSK)? How to apply online for passport?

E-governance initiatives in India?

- There are various initiatives by e-governance to improve the government services easy access the citizens of India.
- https://nceg.gov.in is the e-governance portal for India.
- NCEG stands for National Conference on E-Governance.
- Some of them are given below:
  - ➢ Digital India Mission
  - ➢ National Portal of India,
  - ➢ The Prime Minister of India Portal,
  - ➢ Aadhaar.
  - ➢ Online tax filing and payment,
  - ➢ Digital land management systems,
  - ➢ The Common Entrance Test, and others.
  - ➢ Digi-Locker.
  - ➢ UMANG(Unified Mobile Application for New-age Governance) etc.

Indian initiatives impact on citizens:

- Awarenss about Government services
- Better access to information and quality services for citizens:
- Simplicity, efficiency and accountability in the government:
- Expanded reach of governance
- Improving Service Delivery:
- Stronger society
- Increased productivity
- Stronger economy

E-Governance in Project Management

- The "e" in e-governance stands for "electronic."
- The term refers to the use of ICTs to convert & support a governance system's techniques & structures.
- E-governance entails making and implementing decisions, maintaining proper leadership, streamlining organizational activities, securing resources and establishing accountability & measuring success.
- In project management, implementing e-governance means using available technologies to develop matrices and performance indicators that enable the organization board, stakeholders, and sponsors to monitor and assist current and future projects.

CTH EDUCATION

What is CSC?

- CSC stands for Common Service Centre.
- It is a type of government organization.
- It was founded in 2009 by Ministry of Electronics and Information Technology.
- Its headquarters situated at Electronics Niketan, New Delhi.
- It provides physical facilities for delivering Government of India e-Services to rural and remote locations where availability of computers and Internet was negligible or mostly absent.
- They are multiple-services-single-point model for providing facilities for multiple transactions at a single geographical location.

Objectives of the CSC:

- Access to information: all remote/ rural citizens
- Delivery of public services – G2C & B2C
- Access to quality education / skill upgradation
- Access to cost efficient & quality health services

What is the concept of e Seva?

- E-Seva stands for of 'electronic seva' which means 'electronic service'.
- It enables litigants to obtain information w.r.t case status & to obtain copies of judgments & orders.
- These centres also extend assistance in e-filing of cases.
- These Kendras represent a significant step for the common man and his right to access to justice.
- The Government has created the e-Seva centre near High Court and District Court.

What are the features of e Seva services?

- State and Central Government departments offer one stop solution to citizens with the help of e-Seva.
- Any citizen can go to e-Seva to resolve their issue.
- Transactions at e Seva are done securely.
- You don't need to spend your time in queues.
- There are multiple departments to resolve your issue.
- E- Seva offers online services such as e-filing, e-forms, and e-payments.

Services available at E-Seva centre:

- Sale of passport application forms
- Receipt of passport applications
- Receipt of applications for new telephone connections.
- Registration Department: Sale of non-judicial stamps
- Registration Department: Document writing service etc.

CTH EDUCATION

What is the use of ePOST office?

- The ePost Office of India Post offers variety of online Postal services to the users.
- One can avail services such as sending an Electronic Money Order (EMO), Instant Money Order (IMO), philately etc.
- Users can also track and trace Speed Post, EMO, WorldNet Express (WNX), international mail, paying premium and searching pin codes.
- Information related to Postal Life Insurance (PLI), banking, speed post, business post, logistics post and other related services is also provided.

What is a Passport Seva Kendra (PSK)?

- Passport Seva Kendra is an extended branch of the passport offices in India.
- These offices are responsible for delivering passports and other related services in tier 1 and 2 cities.
- Additionally, they extend online services, thereby eliminating the need for applying through agents.
- This also makes passport applications safer, transparent and quicker.

What is the Application Process at a Passport Seva Kendra?

- **Step 1**: Visit the official website of Passport Seva. If you are not a registered member, first register yourself with the portal.
- **Step 2**: Once you create your username and ID, log in with that credential.
- **Step 3**: Select "Apply for Fresh Passport or Reissue of Passport". Fill in the form with the relevant information such as your name, contact details etc.
- **Step 4**: Select "Pay and Schedule Appointment" available under the "Submitted Application".
- **Step 5**: Online payment is mandatory to book an appointment in Passport Seva Kendra.
- **Step 6**: Select "Print Application Receipt" to take a printout. Carrying this application receipt is no longer mandatory.