



# *National Governance Stakeholders' Forum –citizen driven e-Governance initiatives*



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**OneWorld South Asia**  
Connecting Communities, Empowering People





## Getting the basics right...

- Democracy – Government under people, not over them
- Mission of e-Government projects – empowering the citizens , not controlling them
- Use of Information technologies and new media - to enable participation in policy making (e-participation), not for converting monolithic government services to electronic format ( From big state to enabling state)
- Partnership Models – MSP not PPP



## Government/eGovernment ?

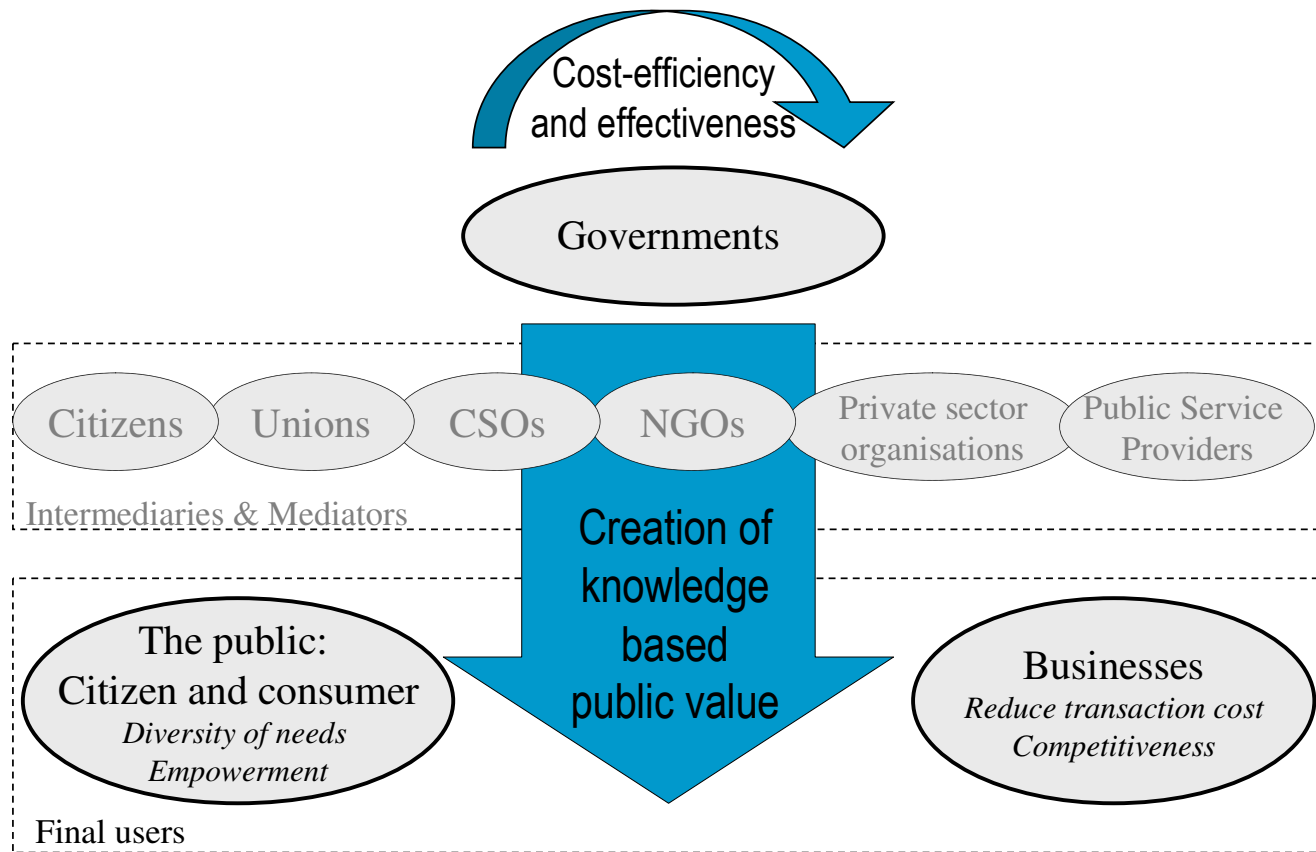
### Major policy goals of Government / e-Government:

- 1 The search for savings: dynamic, productivity-driven and value for money concept and set of institutions ('more for less')  
*user as tax-payer (e-Government)*
- 2 The search for quality services: inter-active, user-centred, individualisable, inclusive services, maximising fulfilment and security  
*user as consumer (Electronic Public Services- EPS)*
- 3 The search for good governance: open, transparent, accountable, flexible, democratic  
*user as citizen and voter (e-democracy)*





# e-Government Actors





## National e-Governance Plan (NeGP) of India

- **Backdrop**

- PM's announcement (15th August, 2002)
- Priority agenda approved by Cabinet (September, 2003)
- E-Government action plan approved by the cabinet along with the budget component (June 2006)
- Implementation of Key MMPs ( 2007 – 2009 )



## National e-Governance Plan (NeGP)

- **Vision**
  - *“Make all Government services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency & reliability of such services at affordable costs to realize the basic needs of the common man”*



## NeGP – Mission Mode Projects (MMPs)

| Central Government Projects  | State Government Projects<br>(Sub Programme)  | Integrated Projects  |
|--|---|--|
| <ul style="list-style-type: none"> <li>●National ID</li> <li>●Central Excise</li> <li>●Income Tax</li> <li>●DCA 21</li> <li>●Passport/Visa and immigration</li> <li>●Pensions</li> </ul> | <ul style="list-style-type: none"> <li>●Land records</li> <li>●Property Registration</li> <li>●Transport</li> <li>●Agriculture</li> <li>●Municipalities</li> <li>●Gram Panchayats</li> <li>●Commercial Taxes</li> <li>●Treasuries</li> <li>●Police</li> <li>●Employment Exchange</li> </ul> | <ul style="list-style-type: none"> <li>●EDI</li> <li>●e-biz</li> <li>●Common Service Centers</li> <li>●India Portal</li> <li>●EG Gateway</li> <li>●e-Procurement</li> <li>●e-Courts</li> </ul> |
| <b>Program Components</b>  |   |  |
| Core Policies<br>Core Infrastructure<br>Support Infrastructure   | Integrated Services<br>Technical Assistance<br>HRD & Training   | Awareness and Assessment<br>Organization Structures<br>R&D   |





## National Governance Stakeholders' Forum (NGSF)

<http://negf.egovworld.org>

- **Mission** – Citizens to decide what services they want from the government & not the other way
  - Advocacy for compulsory stakeholder consultation while conceptualizing e-Government projects
  - A projectized approach to evaluation of e-Government policies in a time bound manner
  - Replicating the initiative in South Asia region
- **Initiating Partners** – SPeG, OWSA, UN Solution Exchange





## Milestones...

- Government @ 24 / 7 newsletter – 10 issues reaching to more than 6700 stakeholders is South Asia and Globally

### Government@24/7

Empowering Citizens through inclusive Public Services

Global Observatory & Knowledge Portal on Mobile Governance

Volume 2, Issues II January 15-30, 2008

*from editor's desk*

Welcome to the current issue of "Government@24/7", your fortnightly source of knowledge and news on e-Government and m-Government! brought to you by **m-GovWorld** with technical support from **OneWorld South Asia**.

The overwhelming response we have received from our readers on the initiative for launching **National e-Governance Stakeholders' Forum** is evidence of the fact that we are all eager to participate in the efforts to make Citizen Driven e-Governance a reality. In order to take the discussions further we are organizing "Governance Stakeholders' Meet" as a partner initiative during the Annual regional meeting of OneWorld South Asia. The meeting will be held on February 9, 2008 from 01.00 - 02.00 pm at Hotel Intercontinental, Nehru Place, New Delhi, India.

All of you who are interested in participating in the meeting are requested to submit your feedback at the website of **National Governance Stakeholders Forum**. Let's jointly work together to accelerate the initiatives towards the next generation of public services by partnering with the government agencies and communicating our priorities.

If you have a problem reading this newsletter on your email, you may **Read it online**

**Vikas Kanungo**  
Editor

#### Expertspeak



Stephane Boyera and Jose M. Alonso: W3C - World Wide Web Consortium ...

#### Project for People



National e-Governance Stakeholders' Forum - Enabling Citizen driven e-Governance initiatives in India...

#### Viewpoint



Views of various country representatives on mobile government expressed during SpeG organized m-Gov VC and on submitted on development gateway website...

#### News and Updates

- **Reliance Communication to invest \$ 5 billion in network expansion in 2008**  
With a view to extend its urban and rural coverage, Reliance Communication will invest \$5 billion (Rs 20,000 crore) this year. The investment will help the company increase its urban coverage to 98 percent and rural reach to 67 percent.
- **Asia will dominate WiMax market by 2013 - Research report**  
Asia will account for over half of all mobile WiMax subscribers by 2013, equating to over 40 million subscribers, according to Juniper Research.
- **Decision to close factory results in anti-Nokia backlash in Germany**  
The Finnish mobile phone giant said on Tuesday it plans to close the factory in Bochum in the Ruhr region to its German production site.





## Discussion regarding stakeholder consultation mechanism during e-GovWorld 2007



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## Action group on e-Governance during visioning workshop of UN Solution Exchange



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## Resource Group Meeting

- Held in November 2007 to identify the action projects for the year
- E governance emerged as one of the main issues discussed
- Vikas, a resource group member, volunteered to champion an Action Group on Models for Citizen Participation in e-government





## ICTD Community Visioning in December 2007- Auroville

- A group discussion was held at Auroville in December 2007
- Representatives of NGOs, Private Sector, Government were present.





## Inputs

- Citizen to government approach
- Consultation at grassroots level
- Repository of best practice model
  - Development of status papers on selected Mission Mode Projects (MMPs)
  - Disseminate at stakeholder level
  - Brainstorming sessions with community
- Listing of NGOs to be obtained from CAPART and Central Statistical Organization and Civil Society Organization
- Conduct Public Hearings
- Create task Force for each MMPs with members from key stakeholder groups
- Cooperatives good resource for PDS MMP
- Learning from other countries best practices models
- Local & National NGOs to collaborate and distribute the task based upon capabilities.



## E Discussion - Main Points

- Participation
- Mechanisms
- Phases of the Consultation Process
- The way forward ....

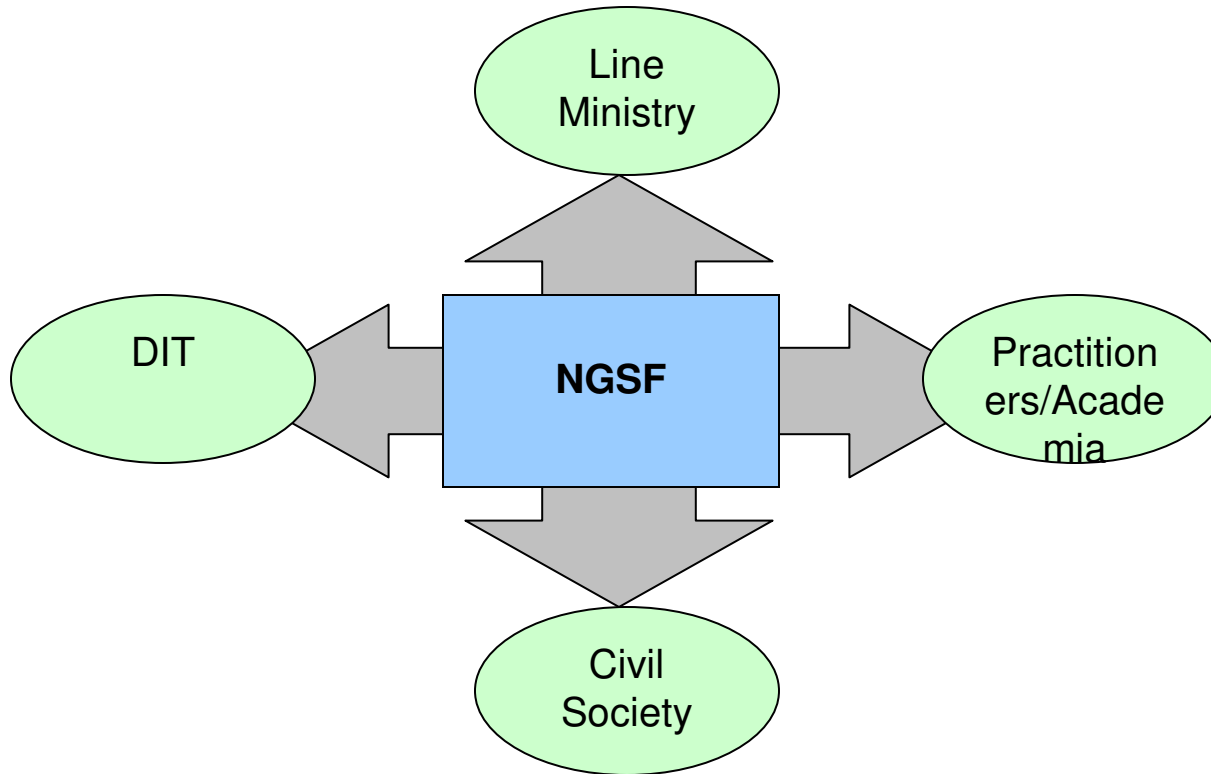


## Proposed activities of NGSF

- To study the status of the ongoing MMPs in terms of various service parameters from citizens' perspective
- To identify lacunae in the current processes and methods to rectify the same
- To come up with suggestions, formulate strategies and develop action plans
- To analyze allocation and utilization of funds allocated
- To perform a need-gap analysis on the MMP services vis-à-vis stakeholders' expectations
- To provide a platform for important stakeholders to voice their opinions
- To initiate the stakeholder consultations on the mentioned MMPs to bring out and present the recommendations
- To continue the consultations post deployment and provide the feedback on the MMPs.



## Proposed Structure of the NGSF





## NGSF Consultation Process

- Mapping of Civil Society organizations with domain expertise for constitution of core groups
- Repository of e-Gov Projects in India
- Consultative meetings among the core group members of the action group with the stakeholder policy formulation agencies
- Online consultations with the action group members
- Compilation of the recommendations based upon the online discussion/face to face meetings
- Presentation of the recommendations to the policy making agencies





## Way Forward... (Notes)

*Suggestions by members..*

