

## **National Centre for Good Governance**

Good Governance Webinar Series – 7 dated January 21, 2021

### **Excellence in Digital Governance at District Level**

#### **INTRODUCTORY COMMENTS**

It gives me immense pleasure to welcome Shri A.Sharath, District Collector Kamareddi, Shri Devansh Yadav, District Collector Changlang, Shri Gaurav Bnal, CEO Zilla Parishad Khargone and Smt Alka Mishra Deputy Director General NIC to the NCGG's Good Governance webinar series discussion 7, on **Excellence in Digital Governance at District Level**.

It's a young and accomplished group of officials who would be addressing the NCGG Good Governance Webinar - 7. Each of these officials is a recipient of the prestigious Digital India Awards 2020 conferred by Rashtrapati ji on December 30, 2020 and represent the best traits of Governance in Action. They have pursued e-Governance technology options to provide improved delivery of public services with citizen centricity being at the heart of these initiatives. Let me also compliment NIC for scaling up S3WaaS in such a short period of time as a technology that has integrated services at District level and improved the District Web portals.

I extend a warm welcome to all the distinguished participants in this webinar – senior faculty of Public Administration from leading Universities of India and District Collectors from Aspirational Districts of India and faculty of the NCGG.

Before I invite the Lead Discussants to present their views, let me introduce you to the subject. Today we are discussing e-Governance through improved e-Services. The DARPG has pioneered e-Governance through the National e-Governance Conferences and the National e-Governance Awards. The DARPG has also published the National e-Services Delivery Assessment 2019, and the CSMOP 2019 which provides the roadmap for improved e-Services and the digital secretariat. The pandemic has brought forth the importance of digital services and has redefined India's governance models. Hence this subject of excellence in digital governance is of critical importance for today's governance. Some of the successful digital governance initiatives include the Aadhar Enabled Payment System, the Digital Locker, e-Sign, SWAYAM, e-Hospital, BHIM, Rapid Assessment System, MyGov and e-NAM.

The National e-Services Delivery Assessment 2019 assessed service portals across six focus sectors and examined the usability and utility of the portals among citizens. The portals were examined on the basis of accessibility, content availability, ease of use, information security and privacy, end service delivery, integrated service delivery, status and request tracking. For end service delivery the NeSDA said the State must promote (a) use of digital tools like digital locker to deliver services like certificates and RC books, and gradually do away with manual documents for any services by promoting digital government (b) use of government cloud account by officers to verify the documents of

citizens for all services. For Integrated Service Delivery, the NeSDA said that (a) a whole of Government approach is required across Government and between levels to provide integrated services to citizens (b) innovative processes and mechanisms for service delivery and citizen engagement as well as empowerment are essential to make services inclusive and accessible to all groups in the society. Further the NeSDA said that status and request tracking should be enabled through a single window to reduce the resolution time and increase overall productivity.

I was very happy to note that in their pursuit of Excellence in Digital Governance at the District level, the Districts of Kamareddi, Changlang and Khargone have successfully implemented several of the e-Governance initiatives envisaged in the NeSDA resulting in improved citizen centric delivery. Downloadable forms for provisioning of services online are available on the portal, service delivery schedules have been provided and promotional campaigns to avail e-Services undertaken periodically. Further statistics about transaction costs of services, separate help and frequently asked questions sections have been provided. What's new section is available online and a user manual to guide users has been provided on the portal. Service delivery timelines, with search features and provision for complaints, resolutions, online payment facilities have been made available. Further citizen services have been linked with digital locker and single sign on has been provided on the portal. Status and request tracking with service update alerts through SMS have also been provided.

These efforts witnessed in Khargone, Changlang and Kamareddi have enabled in creation of an inclusive digital ecosystem, and reduced the digital divide. The District Collectors have driven innovation and capacity creation to improve public service delivery across the District.

With these opening remarks, I look forward to listening to our Lead Discussants today. Once again, I thank them for accepting the invitation of the National Centre for Good Governance to participate in the webinar.

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