



E-GOVERNMENT AND SERVICE DELIVERY: INNOVATIONS AND BEST PRACTICES IN TELANGANA

G. Ravi Kumar

Asst. Professor Department of Public Administration
Govt. Degree College, Kukatpally, Medchal District T.S.-500072
Mail: ravikumargadhe@gmail.com

Abstract:

Digital governance is a system that helps to establish lines of transparency, accountability, people's participation and decision-making authority for the digital presence of an organization or government. Central and state governments are giving priority to e-governance with the aim of providing faster and better services to the people of the country and state. Many programs are being implemented as part of this like e-Office, IVFRT, Direct Cash Transfer/Direct Benefit Transfer, Unique Identification Project (UID), e-Suvidha, M-Governance etc., so many state governments implement it like Lokvani Uttarpradesh, Bhoomi-Karnataka, Gnanduth-Madhya Pradesh, Project Friends-Kerala, e-Mitra-Rajasthan and Me-Seva in Telangana.

Key words: *Digital governance, transparency, accountability, people's participation, e-Office, IVFRT, Direct Cash Transfer, e-Suvidha, M-Governance, Lokvani, Bhoomi, Gnanduth, Project Friends, e-Mitra and Me-Seva.*

Introduction:

Digital government is a system that helps to establish lines of transparency, accountability, people's participation in governance and decision-making authority for the digital presence of an organization or government. Digital tools include websites, mobile sites, social media platforms, policies, and services that are promoted on the internet.

Digital government entails the policies, rules, processes, values, and infrastructure and support that mold how digital tools and services help to create value for policy making and implementation. Digital governance also includes a set of guiding principles and performance objectives.

Information Technology opens up tremendous opportunities to provide basic government services to a much broader segment of the population at the optimal quality, time, place and cost.

Central and state governments in India are giving priority to e-governance with the aim of providing faster and better services to the people of the country. Many programs are being implemented as part of this like e-Office, IVFRT, Direct Cash Transfer/ Direct Benefit Transfer, Unique Identification Project (UID), e-Suvidha, M-Governance etc., so many state governments implement it like Lokvani-Uttarpradesh, Bhoomi-Karnataka, Gnanduth-Madhya Pradesh, Project Friends-Kerala, e-Mitra-Rajasthan and Me-Seva in Telangana.

The Telangana Government has embarked on implementation of various e-governance initiatives, to help citizens gain one-stop access to information and services in a secure way and to provide better, efficient, transparent and responsive services, leveraging Information & Communication Technology tools (ICT).

Major E-Governance Initiatives in Telangana:

Electronic Service Delivery is a key pillar of Telangana State's e-Governance vision and

initiatives. Electronic Service Delivery has facilitated delivery of Government services to citizens, Government to Business (G2B) and Business to Citizen (B2C) services to every corner of the State using ICT in an accountable, transparent and innovative manner.

T-HUB: Innovations and innovations are being promoted in Telangana through the T-Hub portal. Aspiring entrepreneurs, corporates, investors; Tea Hub provides the necessary support and enabling environment for next-generation products and new business models offered by government agencies.

Me-Seva: Me-Seva has been envisioned to bring public services closer to the citizens and enable 'Anywhere-Anytime' access to citizen-centric services through multiple platforms and modes. It started in 2011 and has emerged as the primary mode for electronic delivery of G2C (Government to Citizen) and G2B (Government Business) services from multiple departments.

Electronic Service Delivery delivers citizen services through 4,500 Me-Seva centers spread across the State. Me-Seva handles on an average 1,00,000 to 1,50,000 transactions per day and nearing 17 crore transactions. MeeSeva registers about 1.5 Crore transactions every year. Serves about 2.5 Crore citizens per annum. There are about 50 Departments offering more than 600 services through Electronic Service Delivery. Telangana has consistently topped the States' list of number of e-transactions released by the Electronic Transaction Aggregation and Analysis Layer (e-Taal), Ministry of Electronics and Information Technology (MeitY), Govt. of India.

Telangana State Portal: Features of Telangana state, culture, implementation of government schemes and affairs are incorporated in it. This includes certificates issued by the state government.

e-Procurement: It aims to procure various types of goods online and provide them at affordable prices.

T - SWAN (Telangana State Wide Area Network): As part of this, mandal and district centers will be connected through broadband connectivity. 34 Mbps internet connection, 20 Mbps intranet facilities are provided.

Telangana State Video Conferencing Services (TS n- State Wide Video Conferencing): The aim is to provide better governance to the people through mutual coordination and cooperation between the Chief Minister, Ministers and heads of various government departments.

SoFTNET n TnSAT: In which the syllabus of academic classes through T-SAT expert channels, necessary coaching classes for competitive examinees are conducted. T-SAT channel currently has more than 5 lakh subscribers.

e-Return, VAT-Return: Income tax returns can be submitted transparently and quickly through this filing. The relevant taxes can be paid in the commercial tax online section.

T-App Folio:

Electronic Service Delivery has implemented one of its kind m-Governance initiatives, T-App Folio, which enables delivery of G2C, B2C, VAS, and info services. T App can be accessed on Smart phones (App, Mobile Web) as well as feature phones (USSD, IVRS, and SMS).

T-Wallet:

T-Wallet is the official digital wallet of Telangana State, launched on 1st June, 2017. It is the first digital wallet owned by any State Government in India. It has an Anytime Anywhere digital payment option for everyone. It serves Online (Desktop, Laptop), Smart Phone, Feature Phone and even offline. T-Wallet has been integrated with the services of SC Development Dept., Labour Dept., Traffic Police, Streenidhi, TSRTC, CDMA, Vijaya Dairy, Civil Supplies, JNTU, among other Government entities.

Real-time Digital Authentication of Identity (RTDAI):

RTDAI enables a document-less, presence-less governance mechanism using Big Data, AI, ML, etc. wherein the quality of Government Departments' interaction with citizens can be significantly improved.

Pensioner's Life Certificate through Selfie (PLCS)

PLCS is the first usecase of RTDAI and has been launched in April, 2019. The solution eliminates the need for pensioners to visit the authorized physical offices to submit proof of their liveness.

Facial Recognition in Elections for Voter Identification:

State Election Commission, Telangana has used facial recognition application as a solution for real-time digital verifiability of the voters for 10 polling booths involving close to 7,000 voters in Kompally Municipal elections in December, 2020. This was the first time such technology was used in Elections in India. Facial Recognition through RTDAI was also deployed in the verification of voters in 'Mahesh Bank Elections' held in December, 2020.

RTA FEST: Through Friendly Electronic Services of Transport (FEST), launched in July, 2020, the citizens of Telangana can avail numerous services of the Transport Department through a Smartphone from their home, anytime, anywhere, without physically visiting the RTA office. Except for services where a driving test or physical inspection of the vehicle is required, all services would be offered in a contactless and presence-less manner through FEST.

Degree Online Services, Telangana (DOST)

Leveraging RTDAI, authentication of students for admission into Degree Programs of the State was made completely online through DOST Authentication service. This ensured that the students could complete the authentication process without stepping out during the Covid-19 pandemic. The DOST authentication process has been continued to be implemented for the Degree Admissions.

Samagra Vedika

Samagra Vedika, a smart Governance solution that uses Emerging Technologies such as Big Data and ML, integrates the Govt. databases for informed decision making. It ensures proper delivery of subsidies and increase in revenues for Government departments.

Telangana State Technology Services (TSTS) is the 'Nodal Agency' for e Governance initiatives including Hardware and Software procurement for all departments of Telangana. TSTS handles major Mission Mode Projects for the state like State Data Centre (SDC), State Wide Area Network (SWAN), Video Conferencing (VC) and Secretariat Campus Area Network

(SCAN). TSTS manages the e- Procurement portal and funds, and acts as the fund manager for all IT,E&C department's budget funds.

Dharani Portal:

In co-ordination with CCLA, IGRS Department, TSTS is the nodal agency to provide complete technical support for Dharani, a Telangana government's initiative to implement a new and completely IT driven Integrated Land Records System.

AUA-ASA Project: TSTS has launched authentication services as Authentication User Agencies (AUAs) to all the Government departments by using Aadhaar from August, 2017.

Friendly Electronic Services in Transport Dept (FEST): FEST is based on RTDAI to Presence Less and Contact Less Services using a 3-factor authentication by leveraging state-of-the-art technologies. Citizens of Telangana can avail 17 services of Transport department through a smartphone from their home, anytime, anywhere, without visiting the Transport department, except Driving test or physical inspection of the vehicle.

Conclusion:

Today's society seems to be constantly changing day by day and the main reason for this is technological changes. Cell phones, smart watches, Internet, social media, various media, are affecting daily life, production and service sectors. Similarly, production processes and various services are greatly accelerated. In education and medical fields, technology plays a vital role in online training, admissions, teaching, conducting examinations, implementation of various government welfare and development programs. Innovation and adoption of technology is a must. But it is imperative to proceed judiciously by setting appropriate limits in its use. Only then will a better Telangana emerge.

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