

भारत सरकार  
GOVERNMENT OF INDIA  
संचार और सूचना प्रौद्योगिकी मंत्रालय  
MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY  
इलेक्ट्रॉनिकी और सूचना प्रौद्योगिकी विभाग  
DEPARTMENT OF ELECTRONICS AND INFORMATION TECHNOLOGY  
Website: www.deity.gov.in

संख्या  
No.....

दिनांक  
Date.....

N-14/5/2013-eGov2

20.12.2013

Sub: Minutes of the 1st Meeting of Working Group to recommend and oversee Business Process Re-engineering for 10 high demand services of eDistrict MMP – regds

Sir,

The 1st Meeting of Working Group to recommend and oversee Business Process Re-engineering for 10 high demand services of eDistrict MMP was held under the Chairmanship of the Dr. Rajendra Kumar, Joint Secretary (eGov), DeitY, at Room No 4009, Electronic Niketan, Lodhi Road, New Delhi: 110003.

2. The copy of the Minutes of meeting held on 18.11.2013 is enclosed herewith for your information.
3. The minutes are issued with the approval of Joint Secretary, DeitY.

With regards,

Yours sincerely,

  
Gaurav Dwivedi  
Director

To

All members of the Working Group

N-14/5/2013-eGov2

Department of Electronics and Information Technology

New Delhi - 110003

**Subject: Minutes of the First Meeting of the Working Group to recommend and oversee Business Process Re-engineering for 10 high demand services of eDistrict MMP.**

1. The first meeting of the Working Group for BPR was held on 18<sup>th</sup> Nov 2013 at 3:30 PM under the chairmanship of Dr. Rajendra Kumar, Joint Secretary (eGov), DeitY, at Room No 4009, Electronic Niketan, Lodhi Road, New Delhi: 110003.
2. List of Attendees is placed at Appendix I.
3. A presentation was made on the current processes of G2C service delivery in the states/UTs, the challenges faced by the citizen for service availability and the issues faced by the Government in executing online and offline service requests.
4. The following points emerged as a result of the discussions and deliberations:
  - a. The participants mentioned that one of the basic challenges in the delivery of G2C services is establishing the authenticity of citizen related information and the existence of decentralized citizen information being maintained by the various line departments in the states/UTs. It was agreed that there is a need for an integrated citizen database at the states/UTs with each citizen record being uniquely mapped to his Aadhaar number. It was suggested that model BPR should be developed to leverage various initiatives like UID, State Resident Data Hub etc. so that the services are delivered with least effort in the future.
  - b. An integrated citizen information system in the states/UTs which can extract relevant data for citizen services from various department databases to create a citizen database for government services would play a major role in improvement of G2C service delivery. Each citizen record may be digitally signed to make it legally valid.
  - c. The need of affidavits should be waived off from citizen service requests as a process and instead the citizen may be made

- responsible for his own data while submitting a service request to the government.
- d. BPR should be made a state responsibility rather than a central responsibility as there are marked differences in process parameters (both legal and administrative) between the states and the center. Moreover, ICT readiness would play a very important role in the process improvement in the states/UTs.
  - e. Online authentication in the rural areas is a challenge due to the lack of IT infrastructure and availability of service delivery windows. The feasibility of mobile hand-held devices should be explored for this purpose.
  - f. Localization is an important aspect which will play a key role in the success of process improvement.
5. The importance of continuity of members in the committee was emphasized for achieving the objectives of BPR. It was mentioned that committee shall have named resources along with designation for ensuring continuity in successive meetings. It was also suggested that subgroups may be created for each service for carrying out BPR. The State shall nominate officers for each service.
6. JS (eGov), DeitY, requested the members to study the current processes of the G2C services in their states and share their views on how process reengineering could be carried out and the current processes improved. They can also propose new services or suggest removal of existing services from the list of the 10 high volume services short-listed by DeitY. The committee members need to submit their report at the earliest to DeitY, preferably within two weeks. Further, he added that on the basis of the reports submitted, DeitY would work on a common framework for BPR of the identified services and then issue guidelines for the states/UTs.

The meeting ended with a vote of thanks to and from the chair.

## **AnnexureI: List of attendees**

1. Dr. Rajendra Kumar, Joint Secretary, eGov, DeitY
2. Shri. Ashok Kumar Barman, Dy. Secretary, Revenue & DM, Govt of Assam.
3. Shri. Anil Kumar, Govt. of Uttar Pradesh
4. Shri. Manohar Dubey, Addl. Secretary, Dept. of Public Services Management, Govt. of Madhya Pradesh
5. Shri. Kamlesh Joshi, Tech. Director, NIC, Govt of Madhya Pradesh
6. Shri. Mala Mittal, Senior Tech. Director, NIC
7. Shri. Vinay Thakur, Tech Director, NIC
8. Shri. Pravin Chandekar, Addl. Director, DeitY
9. Shri. Raghunath Krishnagiri, Senior Consultant, eDistrict NPMU
10. Shri. Biplab Das, Consultant, eDistrict NPMU
11. Shri. Amit Shukla, Consultant, eDistrict NPMU