

Subject: Minutes of IT Secretaries Meeting held on 13th Nov, 2013 in New Delhi

A meeting of all States/UTs IT Secretaries, chaired by Sh J. Satyanarayana, Secretary, Department of Electronics & Information Technology (DeitY) was held on 13th Nov, 2013 in New Delhi. The list of participants is placed at Annexure – 'A'.

2. Dr. Rajendra Kumar, Joint Secretary (JS), DeitY welcomed all the participants to the meeting and listed out the agenda of the conference.

3. Sh J Satyanarayana, Secretary, DeitY in his opening remarks mentioned that significant progress has been made in e-delivery of Government services. He mentioned that though e-Taal is monitoring the quantity of services delivered, e-Taal has to evolve to its next generation to also focus on monitoring the quality of service delivery. He also stressed on the importance of ensuring that all transactions are captured by integrating services that are yet to be linked to e-Taal. He mentioned the following action points:

- Ensure capturing all end-to-end e-transactions in e-Taal
- States/UTs to identify services currently not integrated with e-Taal and adopt a time-bound action plan to capture and reflect absolute numbers as well as per capita transactions
- e-Taal to be leveraged as an analytical tool utilizing the tabular and graphical formats
- States/UTs should organize workshops involving concerned departments/industry and NIC to further popularize e-Taal in the respective states/UTs.

4. On NeGP 2.0, he indicated that a concept Paper is being finalized. While inviting suggestions on this subject, he highlighted the following aspects which needed to be particularly considered:

- Infrastructure on demand, cloud and mobile enablement of services.
- Integrated services cutting across all departments falling under the domain of MMPs under NeGP.
- Replication across departments/States with appropriate customization and configuration to suit individual needs

5. With regard to the CSC scheme, Secretary, DeitY urged the states/UTs to ensure:

- Efforts to escalate the average number of transactions happening at CSCs with a target average of 400 transactions per month per CSC.
- States where SCA selection is pending must complete this process at the earliest.
- Effective October 2013, only online monitoring tool data shall be accepted.
- Action must be taken to register the unregistered but connected CSCs.
- Clearly defined role of CSC SPV including rationalization of service charges.
- Legal continuity for the existing CSC arrangements at conclusion of MSAs.
- Developing a clear service orientation with enlargement of bouquet of services.
- Need to gradually move from existing revenue support arrangement to a market-ruled arrangement.
- Fully leveraging common infrastructure created by DeitY and NoFN for service delivery.

- Evolving a nation-wide standard look-and-feel and branding.
- Evolving state-specific models for better implementation.
- Model RFPs/SLAs/Templates issued by DeitY must be seen as suggestive guidelines only and the states/UTs must ensure due application of mind while adopting them to meet their requirements.

6. Dr. Rajendra Kumar, JS, DeitY presented details of e-transactions of all states/UTs highlighting the top performing states/UTs in terms of total number of transactions and per capita transactions.

7. Sh Rajiv Gauba, Additional Secretary (AS), DeitY mentioned that e-Taal has been a landmark initiative. However, all the services being rendered electronically must be reflected in e-Taal. He also added that being in early stage, there is no rigorous scrutiny of essential ingredients and there is dependency on self-certification from the states/UTs. e-Taal may consider these aspects in way forward. He pointed out that e-Taal may be looked at as more of an analytical tool rather than only numbers.

8. Dr. Rajendra Kumar, JS, DeitY mentioned that all the States/UTs must submit UCs of all projects for funds released before 1stApril, 2012 to ensure release of funds to the executing agencies. He requested States/UTs to send UCs for all the projects before more funds are requested from DeitY for e-Governance projects. He also added that online system for UC submission would be launched shortly and States/UTs would be able to submit their UCs through this system. Sh Rajiv Gauba, AS, DeitY also added that States/UTs must either submit UCs or refund the unutilized amount in any project under NeGP so that funds can be released. Ms. Renu Budhiraja, Senior Director, DeitY mentioned that interest accrued also need to be taken care of while submitting UCs.

9. Dr. Rajendra Kumar, JS, DeitY stated that it has not been possible to release any funds to many states in the current year due to pending UCs. Several states also have substantial funds available but the pace of expenditure is relatively slow. He requested these states/UTs to speed up the implementation process to achieve physical and financial progress milestones.

10. e-District:

10.1 Shri Gaurav Dwivedi, Director, DeitY, presented the current status of the project. He explained the state wise status of the e-District scheme and informed the actions expected from the States.

10.2 On the issue of release of funds to the States/UTs, it was reiterated that all States/UTs should submit pending UCs to DeitY for all funds released by DeitY to the States/ UTs up to 31stMarch 2012 at the earliest as per the directive from Department of Expenditure, Government of India. In case any funds cannot be utilized, it was suggested that such funds can be surrendered to DeitY so that fresh funds can be released. It should be noted that from 1stApril 2014, the cut-off date for UCs due for rendition (which is presently 31stMarch 2012) would shift to 31stMarch 2013.

10.3 The following are the important discussion points on the key activities of the eDistrict scheme:

- i. **Andaman & Nicobar Islands:** The UT was not represented in the meeting.
- ii. **Andhra Pradesh:** The State representative informed the following:
 - a. SI RFP & SI Selection: The SIs have been selected and contracts have been signed.
- iii. **Arunachal Pradesh:** The State was not represented in the meeting.
- iv. **Assam:** The State representative informed the following:
 - a. eDistrict rollout by 31st March 2013: 18 non-pilot districts

v. **Bihar:** The State representative informed the following:

- a. DPM Hiring: to be initiated after the eDistrict SI RFP is released.
- b. State Apex Committee Meeting: The State Apex Committee meeting will be convened soon; no definite date has been finalized.
- c. SI RFP & SI Selection: The SI RFP is planned to be released by end of this month (November 2013) and selection of SI to be completed by end of Jan 2014.
- d. eDistrict rollout by 31st March 2013: No commitment.

vi. **Chandigarh:** The UT representative informed the following:

- a. DPM Hiring: Selection of eDistrict Project Manager has been completed last week.
- b. SI RFP & SI Selection: UT has selected NIC as the SI. A separate RFP for data digitization will be released in one month.
- c. eDistrict rollout by 31st March 2013: 1 non-pilot district with 30 services

vii. **Chhattisgarh:** The State representative informed the following:

- a. Formation of DeGS: DeGS has been formed in 10 districts and in the remaining 17 districts it will be formed after the Model Code of Conduct is lifted. Formation of DeGS would be completed by end of Dec 2013
- b. SI RFP & SI Selection: SI Selection has been completed. LOI will be issued once the model code of conduct in the State is lifted.
- c. eDistrict rollout by 31st March 2013: 5 more non-pilot districts

viii. **Dadra & Nagar Haveli:** UT representative informed the following

- a. Formation of DeGS: It was clarified that SDA cannot act as DeGS and a separate DeGS has to be formed by the UT.
- b. State Apex Committee: UT informed that the State Apex Committee has been convened.
- c. SI RFP & SI Selection: UT informed that RFP has been released and the pre-bid meeting is planned on 20th Nov 2013.
- d. eDistrict rollout by 31st March 2013: attempt will be made to achieve the prior committed target of 1 district.

ix. **Daman & Diu:** UT representative informed the following:

- a. DPM Hiring: The eDistrict Project Manager selection is in progress.
- b. SI RFP & SI Selection: UT informed that RFP has been released along with Dadra & Nagar Haveli and the pre-bid meeting is planned on 20th Nov 2013.
- c. eDistrict rollout by 31st March 2013: attempt will be made to achieve the prior committed target of 1 district.

x. **Delhi:** The State representative informed the following:

- a. DPM Hiring: The selection of eDistrict Project Manager will be completed soon.
- b. SI RFP & SI Selection: It was informed that NIC has been appointed as SI for eDistrict. MOU with NIC will be signed after State Assembly elections.
- c. eDistrict rollout by 31st March 2013: State to revert after consultation with NIC.

xi. **Goa:** The UT representative informed the following

- a. SPMU Contract Signing : SPMU Contract has been signed
- b. SI RFP & SI Selection: SI RFP will be released by mid-Dec 2013 and selection of SI would be completed by mid-Jan 2014.
- c. eDistrict rollout by 31st March 2013: Doubtful to meet the earlier committed target of 2 districts.

xii. **Gujarat:** The State representative informed the following:

- a. DPM Hiring: The interviews for eDistrict Project Manager is planned in 1st week of Dec 2013.
- b. SI RFP & SI Selection: NIC has been selected as the SI for eDistrict project.
- c. eDistrict rollout by 31st March 2013: 33 districts.

xiii. **Haryana:** The State representative informed the following:

- a. SI RFP & SI Selection: The State agency, ESD, has been formed and will be appointed as the SI. A communication in this regard will be sent to DeitY soon.
- b. eDistrict rollout by 31st March 2013: 3 non-pilot districts.

xiv. **Himachal Pradesh:** The State representative informed the following:

- a. SPMU Contract Signing: It was informed that the SPMU Contract has been signed
- b. DPM Hiring: The selection of eDistrict Project Managers has been initiated and will be completed in 3 weeks.
- c. State Apex Committee Meeting: The State Apex Committee meeting will be convened soon.
- d. SI RFP & SI Selection: The eDistrict SI RFP will be released by mid-Dec 2013.
- e. eDistrict rollout by 31st March 2013: 9 non-pilot districts with 10 services.

xv. **Jammu & Kashmir:** The State representative informed the following:

- a. DPM Hiring: The selection of eDistrict Project Managers will be completed by end of December 2013
- b. State Apex Committee Meeting: The State Apex Committee meeting will be completed by end of November 2013.
- c. SI RFP & SI Selection: SI selection will be completed by end of Jan 2014.

d. eDistrict rollout by 31st March 2013: 4 non-pilot districts.

xvi.**Jharkhand:** The State representative informed the following:

- a. DPM Hiring: 17 eDistrict Project Managers have been selected and will be deployed soon.
- b. SI RFP & SI Selection: State plans to use NIC's ServicePlus (currently deployed on pilot basis in 2 districts). Additional feature such as offline capability has been requested to be incorporated in the ServicePlus. MOU is yet to be signed.
- c. eDistrict rollout by 31st March 2013: 4 non-pilot districts.

xvii.**Karnataka:** The State representative informed the following:

- a. The State is awaiting Cabinet Approval for eDistrict & CSC projects. Meeting with Rural Development Department is expected in a week's time to explore Cabinet Minister's suggestion of locating CSC in panchayat offices.
- b. The State sought clarification on whether the role of DeGS is to monitor only eDistrict project. It was clarified that DeGS is meant for facilitating all e-Governance projects at District level.
- c. It was informed that formation of DeGS, selection of eDistrict Project Managers, contract signing with SPMU will be initiated once the project is approved by State Cabinet.
- d. eDistrict rollout by 31st March 2013: No commitment since project is yet to be approved by State Cabinet.

xviii.**Lakshadweep:** The UT representative informed the following:

- a. SPMU Selection: The RFP for Selection of SPMU will be released by 22nd Nov 2013; SPMU expected to be on board by end of Dec 2013.
- b. Formation of DeGS: UT informed that the DeGS will be formed soon.
- c. State Apex Committee Meeting: The State Apex Committee meeting will be convened in November 2013.
- d. SI RFP & SI Selection: The SI selection will be completed before end of March 2014.
- e. eDistrict rollout by 31st March 2013: No commitment.

xix.**Maharashtra:** The State representative informed the following

- a. eDistrict rollout by 31st March 2013: 32 non-pilot districts with 35 services

xx.**Manipur:** The State representative informed the following:

- a. SI RFP & SI Selection: The SI RFP has been re-tendered. SI selection is expected to be completed by end of Dec 2013.
- b. eDistrict rollout by 31st March 2013: None.

xxi.**Meghalaya:** The State representative informed the following:

a. SI RFP & SI Selection: State informed that NIC will be the SI for eDistrict project. A separate RFP for other components will be released. The selection of the SI would be completed before end of Feb 2014.

b. eDistrict rollout by 31st March 2013: 11 non-pilot districts.

xxii.**Mizoram:** The State representative informed the following

a. eDistrict rollout by 31st March 2013: 7 non-pilot districts

xxiii.**Nagaland:** The State representative informed the following:

a. State Apex Committee Meeting: The State Apex Committee meeting has been held.

b. SI RFP & SI Selection: LOI for eDistrict SI has been issued.

c. eDistrict rollout by 31st March 2013: 3 non-pilot districts.

xxiv.**Odisha:** The State representative informed the following

a. eDistrict rollout by 31st March 2013: 28 non-pilot districts

xxv.**Puducherry:** UT representative informed the following:

a. Formation of DeGS: DeGS will be formed in all districts by 22nd Nov 2013.

b. eDistrict rollout by 31st March 2013: 2 non-pilot districts with 10 services.

xxvi.**Punjab:** The State representative informed the following

a. eDistrict rollout by 31st March 2013: 20 non-pilot districts with 20 services

xxvii.**Rajasthan:** The State representative informed the following:

a. SPMU Contract Signing: It was informed that the final Contract has been sent to the SPMU Agency and Agency's signature is awaited.

b. eDistrict rollout by 31st March 2013: 31 non-pilot districts

xxviii.**Sikkim:** The State representative informed the following:

a. Formation of DeGS: DeGS has been formed in all 4 districts.

b. SI RFP & SI Selection: NIC will be the SI for eDistrict project. A separate RFP for Data Digitization would be released in 15 days and selection of the SI would be completed by end of Dec 2013.

c. eDistrict rollout by 31st March 2013: No commitment.

xxix.**Tamil Nadu:** The State representative informed the following:

a. State Apex Committee Meeting: State Apex Committee meeting being convened in November 2013

b. eDistrict rollout by 31st March 2013: 10 non-pilot districts.

xxx. **Tripura:** The State representative informed the following:

- a. SI RFP & SI Selection: eDistrict SI RFP will be released in December 2013 and SI selection would be completed by end of Jan 2014.
- b. eDistrict rollout by 31st March 2013: No commitment.

xxxii. **Uttar Pradesh:** The State representative informed the following

- a. eDistrict rollout by 31st March 2013: 35 non-pilot districts

xxxiii. **Uttarakhand:** The State representative informed the following:

- a. DPM Hiring: The selection of eDistrict Project Manager would be initiated on receipt of funds by the State.
- b. State Apex Committee Meeting: The State is convening the State Apex Committee in November 2013
- c. SI RFP & SI Selection: Awaiting funds from DeitY to proceed
- d. eDistrict rollout by 31st March 2013: 3 non-pilot districts.

xxxiiii. **West Bengal:** The State representative informed the following

- a. DPM Hiring: Selection of eDistrict Project Manager will be done centrally.
- b. SI RFP & SI Selection: SI RFP has been released.
- c. eDistrict rollout by 31st March 2013: 8 non-pilot districts.

10.4 While reviewing the status of SI Selection in the States / UTs, Secretary DeitY expressed concern that even after the Model SI RFP & Integrated Framework Guidelines were released last year by DeitY, many States / UTs are yet to release the SI RFP and select their SI for state-wide rollout. In consultation with all States / UTs representatives, it was decided to fix 31st Jan 2014 as the deadline date for SI Selection i.e. signing of contract / MoU with the selected SI.

10.5 The States / UTs were informed that PMIS tool for eDistrict has been rolled out by DeitY. An email has been sent in this regard to all States / UTs seeking their feedback on the tool. During the meeting, it was informed that eDistrict status reporting of the States / UTs will be done through this tool from 1st Dec 2013.

10.6 It was reiterated that States/UTs which have not yet finalized their eDistrict application strategy may explore the option of using NIC's ServicePlus application to develop the eDistrict application. Sh. DC Mishra, DDG, NIC informed that his ServicePlus NIC team is actively interacting with the States / UTs.

10.7 While discussing the status of SI Selection, the States / UTs raised concern on the following points with regard to signing the MOU with NIC as their SI for eDistrict project:

- NIC's reluctance to sign MOU with SLAs having penalty provisions
- NIC's reluctance on being covered under RTI to respond to the queries raised

10.8 It was decided that the issues relating to the MoU terms and conditions will be resolved by the end of November and the final MoU will be circulated to all Secretaries and SIOs to enable expeditious signing of the MoUs and commencement of application development work.

11 CSC:

11.1 Dir(eGov) apprised the attendees on the status of the CSC Scheme. Detailed presentation is attached for reference. The following action points were identified for immediate action:

- Completing OMT registration of all functional CSCs, and cleaning up the OMT database for CSCs which may have shut down.
- Closing the gap between operational and transacting CSCs by ensuring that all operational CSCs carry out transactions of available services.
- For north-eastern and special category states, it was stressed that follow up action on the solar power proposals and the VSAT installation must be taken up at the state level.
- Integration of available services with e-Taal to be carried out immediately, both the SCA portals and the relevant state portals must be integrated.
- Utilization of available funds to be ensured. In case the revenue support to SCAs is not proposed to be released in the short term, the funds may be returned to enable release of funds for other programs.

11.2 A brief presentation was made on the suggested model for the CSC Scheme going forward- CSC 2.0. There was broad consensus among the participants on the need for CSC 2.0. A summary of the feedback received from the states is as follows:

- While CSC branding can be uniform, issue of integrating CSC like kiosks deployed by other departments need to be considered.
- The role of the CSC SPV needs to be clearly defined as the National Service Provider, in terms of pricing, commission sharing etc for G2C services. This is especially important in light of the states setting up the Directorate of Electronic Service Delivery, which is mandated to decide the charges for G2C services.
- There were concerns raised with the timelines for availability of NOFN connectivity.
- Regarding the DeGS model of implementation, the following challenges need to be addressed:
 - Enablement of B2C services, which is currently dependent on the SCA
 - Engagement terms for the VLEs to ensure that VLEs are franchisees and not employees of DeGS
 - Enforcing transparency of the VLE selection process
 - Strengthening the capability of the DeGS to manage the CSC Scheme
 - Integration of existing CSCs (management of current legal agreements, etc) needs to be addressed
 - The Scheme must have a service orientation with a large bouquet of services beyond G2C- livelihood, education, health, etc
 - There is a need to move away from the revenue support model to a market driven self-sustaining model
 - States must be given the flexibility to select the implementation model
 - Equitable spread of CSCs must take into account financial viability as well

11.3 It was decided that the comments from States will be incorporated and an updated draft of the CSC 2.0 concept note will be circulated with States for feedback. The States are requested to provide feedback by 20th Dec 2013. Consultation with other Stakeholders will also be initiated during this period.

12 SWAN:

12.1 Shri A K Balani, Director, DeitY made a brief presentation on the status of SWAN in the states/UTs. He informed that SWAN scheme is presently operational in 31 states/UTs. However, in the States of Jammu & Kashmir bid process is in progress and SWAN is likely to be operational by September 2014 whereas in the remaining 3 UTs of Andaman & Nicobar, Dadra & Nagar Haveli and Daman & Diu, SWAN is likely to be operational by March 2014 as the bid process is almost in the finalization stage and would be issuing Lol to selected vendor soon.

12.2 Thereafter he took up certain key issues for discussion like low bandwidth utilization, need and utility for departmental offices i.e. more horizontal connections, NKN integration and signing of MOU with Deity for release of funds of Rs. 5 crore and above so as to conform to procedural formalities for release of funds as advised by IFD of Deity.

12.3 Following are the main points that were discussed and deliberated upon during the meeting.

- Bandwidth utilization under SWAN has been low and the states must be proactive to ensure that more number of horizontal offices is connected so as to make more optimal use of SWAN infrastructure under NeGP. He further informed that 7 States have bandwidth utilization of less than 30%, 2 States between 30% to 60% and 22 States/UTs with bandwidth utilization of 60% and above. Shri Rajiv Gauba, AS, Deity invited comments from the States with very low bandwidth utilization. Orissa stated that the main problem related to connectivity between the district and the block. Further, the SWAN is not utilized fully as there are no applications at SDC. However, it is a matter of time when more applications would be made available and the SWAN will be utilized better.
- There are still 550 PoPs to be made operational in 13 states. It was suggested by Sh A K Balani, Director, Deity that the States need to push network operators selected to operationalise these PoPs at the earliest.
- It was informed to the participants that as per agreement with BSNL, OFC will be laid by BSNL wherever there is connectivity of at least 10 Mbps or more and also BSNL would not charge additional amount for laying OFC. It was further clarified that BSNL will provide OFC only up to the PoPs.
- It was clarified that horizontal equipment cost is not covered under ACA and the state have to arrange out of their own resources for equipment cost under horizontal connectivity. Dr. Rajendra Kumar, JS (e-Gov), informed that the States can use other funds available for connectivity requirement like under e-District etc. Mrs. Kavita Bhatia, Addl Director, Deity also clarified that under SSDG, funding is available under gap infrastructure and suitable instructions have been issued about 2 months back.
- Dir (AKB) programme also emphasized the need for the states to ensure that network operators selected by them have back to back OEM support for equipments and software etc. during the currency of agreement. Further, the payments due to the network operators should also be released from time to time as per contractual agreements so that network operators do not feel aggrieved.
- Deity has engaged STQC for audit of TPAs engaged in the States. It was requested that all the states should extent their cooperation and support to STQC for conducting audit of the TPAs. Audit in the State of Karnataka has already been completed by the STQC.
- The issue of SLAs came up for discussion in detail. Maharashtra opined that the scheme was

launched in 2005 and the technology now available is more advanced and cost effective also. The IT Secretary, Maharashtra informed that SWAN can be set up with a dongle costing Rs. 2 crore for connectivity whereas in the existing agreement it may cost around Rs. 20 crore approximately. He also informed that network operator for SWAN, M/s Spanco had gone bankrupt and failed to meet its income tax and sale tax obligations. Resultantly, the State has released some payment for income tax authorities but no intimation to this effect has been sent to DeitY.

- Some of the States suggested that there should be flexibility with the States to issue RFPs/enter into contract/SLAs to suit their own specific requirements rather than following generic RFP/MSAs suggested by DeitY. Sh Rajiv Gauba, AS, DeitY clarified that the states can always modify generic MSAs to meet their specific requirements.
 - i. IT Secretary from Karnataka suggested having SWAN 2.0 for continuity as NII 2.0 is likely to take 2-3 years at least before it is implemented. He further opined that many a time private corporate sector brings poor technology and not very skilled and experienced manpower for government projects being managed on PPP mode. He was of the view that there is an imminent need to look into designing of RFP and contracts under PPP so as to ensure effective and efficient managing of contracts and have the best of technology and manpower for such huge projects/schemes under NeGP. A brainstorming Session among the IT Secretaries of the States to share their good experience in management and operation of huge projects like SWAN would be very useful and facilitate designing appropriate templates for projects for implementation under PPP.
 - ii. The IT Secretary from J&K emphatically opined that states should be given more autonomy in designing RFP and devising contract agreements to suit the specific requirements of the States.
 - iii. The IT Secretary, Rajasthan informed that they have provisioned for change in SLAs over a period of time based on actual ground realities and functioning of SWAN in the state as to manage the scheme more effectively.
 - iv. AS (RG), DeitY clarified that model RFPs / SLAs suggested by DeitY were only for broad guidance and the States can customise the same for their own specific requirements.
 - v. Joint Secretary (e-Gov) also clarified that DeitY issues only model RFP templates and these can always be customized by the States to suit their specific requirements. It was also informed that DeitY will issue suitable clarification to this effect so as to put this issue of RFP/contracts in proper prospective. There is always a scope and need for change keeping in view the experience gained in implementation of various schemes/programmes in the States/UTs.

13 SDCand Cloud Enablement:

The SDC presentation was made by Ms Renu Budhiraja, Senior Director, DeitY.

13.1 Regarding SDC Status

- It was mentioned that SDCs in 22 States were currently operational and other States were in various stages of SDC implementation. The status of select States were discussed as below:
 - Bihar SDC – While the State committed to complete the SDC implementation, including Final Acceptance Test (FAT), by 20 November 2013, the State requested for DeitY intervention in ensuring the continued support of the State SDC Consultant. DeitY agreed to discuss the issue with M/s 3i-infotech, the consultant,

for resolution of the same.

- Mizoram SDC – The State committed to complete the SDC implementation, including Final Acceptance Test (FAT), by March 2014. However, DeitY mentioned that the timeline will have to be preposened to atleast Feb '14 so that we do not slip the RFD target.
- Jharkhand SDC – Considering the delays in Jharkhand SDC, the state was advised to soon hold a State Project Implementation Committee (PIC) meeting to resolve the pending SDC issues in the state.
- Goa SDC – It was mentioned that identification and subsequent construction of SDC site in Goa had been pending for a long time and needs to be expedited.
- Arunachal Pradesh SDC – It was mentioned that multiple interactions had taken place between DeitY and Arunachal Pradesh for AP SDC, and DeitY had been made to understand that a litigation process between the State and M/s Keonics (selected by State for SDC without holding a competitive bidding process) had been resolved and the due bid process would be initiated soon. However, the State clarified in the meeting that a stay order has been issued. DeitY asked the state to get the same vacated at the earliest and initiate the SDC bid process at the earliest.
- Uttarakhand SDC – It was mentioned that construction for the Uttarakhand SDC was yet to be completed and major delays had occurred owing to the same. The State committed to ensure completion of the SDC site construction by January 2014. Further, the State requested for DeitY's intervention in ensuring a continued support from the State SDC Consultant, M/s Wipro, in preparation of the Uttarakhand SDC RFP. DeitY requested the State to send a formal communication in this regard so that DeitY can take to Wipro as well.

13.2 Regarding SDC ISO Certification

- It was mentioned that a number of Operational States were yet to undertake the requisite ISO Certifications (27001 and 20000). The states where SDCs are operational were requested to expedite the SDC ISO certification as it will impact the QGRs and the security.
- Of the pending ISO certified States, Haryana informed that they had recently obtained the ISO certification, on 9th October 2013.

13.3 Regarding SDC Cloud implementation

- It was mentioned that while the template SDC Cloud enablement RFP had been shared by DeitY with all states/UTs, only a few states like Uttar Pradesh, West Bengal and Chhattisgarh had initiated the bid process for the same. The remaining states were requested to expedite the bid process initiation for selection of the Cloud enablement SI at the earliest.
- It was informed that DeitY is in the process of creating a knowledge base of FAQs by analyzing and collating the pre-bid queries and draft responses received in Uttar Pradesh, West Bengal and Chhattisgarh. DeitY would share the same with all States./ UTs to assist them in responding to bidder queries and expediting the bid process.
- It was informed that specific requests from select States had been received to revise the specifications of servers mentioned as part of the Bill of Material (BoM). DeitY agreed to consider

the same and inform all States / UTs.

- The need for a log analyzer in the SDC was emphasised. DeitY mentioned that the Security cell of e-governance is working with the SDC team and will provide the specifications, costing and the process to select. Appropriate instructions regarding technical specifications and funding will be communicated in a month or so.

13.4 Regarding GI Cloud (MeghRaj)

- An introduction on the Government of India Cloud (GI Cloud) initiative, MeghRaj, was made to all the States / UTs and the status & way forward were mentioned as below.
- Two Cloud reports approved by Hon'ble MoCIT
 - 'GI Cloud Strategic Direction Paper'
 - 'GI Cloud Adoption and Implementation Roadmap'
- National Cloud to be launched soon
- Center of Excellence in Cloud Computing being setup
- Architecture management Office (AMO) to support DeitY in setting up Policies, Guidelines, Frameworks for GI Cloud.
- National AppStore operational (apps.gov.in)
 - States to share successful applications which can be productized.
- It was mentioned that a demand assessment was expected to be undertaken soon where the demand for IT infrastructure requirements would be assessed for all States / UTs as part of the infrastructure planning for GI Cloud. States were request to cooperate and share their demand & concerns during the survey to the agency

13.5 Other points

- EMS, is an important component in SDC for the infrastructure performance monitoring and SLAs. However, the per licence cost for additional servers is high and there is a need to look at some open source solutions. DeitY clarified that a comparative analysis of the various EMS tools including the Open Source has been done. Deity would examine the same.

13.6 Another suggestion was on having BI analytics as a service. DeitY welcomed the suggestion and mentioned that this is already under consideration.

14 SSDG:

14.1 The SSDG presentation was made by Ms Kavita Bhatia, Additional Director, DeitY. Following are the major decisions and action items for all the stakeholders in respect to SSDG Project:–

- DeitY to create and come up with a brochure and documentation that will clearly bring out the value proposition and its advantages of implementing the State Portal, eForms and SSDG project.
- It was agreed that awareness workshops need to be conducted at the State/UT level on the technical and functional benefits of implementing the State Portal, eForms and SSDG project and also help the States/UTs to resolve issues that may with hold the implementation of the SSDG project.
- It was communicated that if any State is to bring additional services beyond the scope of SSDG project, such services may only be considered and reviewed by DeitY, only if these services have substantial add-in value to the existing e-Governance SSDG Project.

- DeitY suggested States/UTs that the State can customize the template RFP for the selection of the Implementing Agency by having many additional requirements beyond the project scope. However, if the budget goes beyond the approved budget, DeitY would not be in a position to provide any additional funds beyond the approved outlay
- The State govt. agreed to pursue with departments to integrate and utilize SSDG Gateway Services offered by DeitY.

14.2 ActionsPoints:

States/UTs:

1. Bihar to Go-live with State Portal and SSDG Services, after completion of the User Acceptance and STQC compliance certification at earliest.
2. Meghalaya to complete it connectivity across the state and ensure respective departments start the using State portal, SSDG and eforms Services within 3 weeks.
3. Sikkim to migrate the existing State Portal to correct domain www.sikkim.gov.in by November 2013.
4. Assam to formally launch State Portal & SSDG project for 31 services by January 2014.
5. Tripura to resolve all issues with Implementation agency and go live with State Portal SSDG Project at earliest.
6. Jharkhand to use alternate hosting site for State Portal, eForms and SSDG applications, and it's within the scope of the implementation agency to migrate all it SSDG applications to State data center once it is available.
7. Delhi to complete detailed project report (DPR) and submit to DeitY at earliest.

15 CapacityBuilding:

15.1 Speaking on Capacity Building, Ms Deepa Sengar, Dir and Head (CB), NeGD informed the IT Secretaries that the 8th meeting of the Empowered Committee for CB Scheme had approved the extension of the scheme upto Jan 2015 and had also accorded its approval for preparation of the DPR for CB Scheme II which is in the final stages of preparation. She urged the States that had not given their inputs so far to send the same at the earliest for incorporation in the DPR. The EC has also approved the re-appropriation of the ACA component for training and communication to this effect would be issued once it is cleared by the Department of Expenditure.

15.2 With regard to SeMT recruitments, Dir(CB) requested the States to communicate their requirements for the vacant positions and also expedite the short listing process to enable NeGD to shorten the recruitment cycle. She also urged the States to send their action plans for training of their officers. She emphasized the need to identify a group of officers who could then be taken through all the STeP programmes and their other training needs could also be taken care of. Shri Hari Ranjan Rao shared his view that many a times different officers are nominated for different modules and targeted intervention taking a set of officers through all modules in a planned manner will have better results. Dir (CB) endorsed this and requested the States to plan their specialized training programmes taking this learning into account. She urged States that have not conducted the leadership meets to organize them at the earliest

and those that have not conducted adequate number of STeP programmes to step up the effort. She reiterated that NeGD could render all assistance in this regard and customize the programme and make it flexible for the benefit of the States.

15.3 She apprised the meeting regarding some of the important areas of work undertaken as part of the Capacity building efforts:

i. **Chief Information Officers Training Programme**

- Next batch of eGCP has been announced - Focus areas are MoUD, MoPR, Depart. of Justice (e-Courts) and Employment Exchange. The programme is due to commence on the 27th of November.
- eGLP – Planned in January 2014

ii. **Setting up of e-Governance Academy-** Preparation of DPR is in progress after stakeholder consultations. Inputs from States in regard to Centres of Excellence, land and infrastructure etc would be welcome

iii. **Development of e-Governance Competency Framework (eGCF) and TNA-** This is also work in progress. Once the draft framework is ready, it will be shared for their inputs.

iv. **Infrastructure and Technical trainings** – MoU is being signed with CDAC and these trainings are expected to begin soon

16 e-TAAL:

16.1 Dr Shefali Sushil Dash, DDG, NIC presented the current status of e-Taal. She informed that in last 2 months, two more categories of transactions to be captured through e-Taal have been added. The two new category of services added are: Category E- Social benefit and Category F – Mobile governance (both query and response is done by mobile). She explained the registration process in detail with the help of screenshots and informed that the entire process is very easy to configure and requires very less time and effort.

16.2 Representative from MP informed that MPOnline has incorporated e-Taal but only 10-20% of the transactions are getting captured now. He also informed that a Secretary level meeting is held in MP to decide outcome based approach for e-Taal. Representative from Karnataka informed that the state has issued instructions that every state department should use and integrate their online system with e-Taal. He emphasized that state NIC should be sensitized in this regard.

16.3 Sh J Satyanarayana, Secretary, DeitY suggested that states should organize workshops to create awareness about e-Taal. Sh Gaurav Dwivedi, Director, Deity informed that in some states the workshops have already been conducted. Sh Rajesh Agarwal, IT Secretary, Govt of Maharashtra suggested that quality of transactions should also be considered for defining a transaction in e-Taal (Number of steps involved to serve a particular service). Secretary, DeitY added that e-Taal 2.0 will provide greater focus on service quality and analysis.

17 Draft e-mail and internet usage policy:

17.1 Ms. Seema Khanna, Technical Director, NIC presented Internet and email usage policy. She informed that the draft policy is available over internet on NIC website. Representative from MP communicated that he will send suggestions for improvement of NIC mail. Representative from Karnataka raised concern over

whether NIC email server can accommodate so many email accounts which may exceed 50,000 in number. He also raised concern over security aspect of the email accounts. Shri Rajesh Agarwal, IT Secretary, Govt of Maharashtra suggested having facility of integration of multiple email accounts. He also suggested having a central active directory at national level for all email accounts. Ms. Seema Khanna, Technical Director, NIC has informed that she has already received the request and it is under process. She also informed that e-Office is already in sync with NIC email-id. Secretary, DeitY has requested all the States/UTs representatives to send their comments on the aforesaid policy latest by 18th Nov, 2013 and also mentioned that after receiving the comments from states the policy will be forwarded to the Cabinet Secretary for approval.

18 Policy on acceptable use of IT Resources:

18.1 Smt Seema Khanna, Technical Director, NIC also explained Policy on acceptable use of IT resources. She mentioned that among other aspects of the policies, one important aspect is that the policy prevents users from sending official communication using personal email-id. Shri Rajesh Agarwal, IT Secretary, Govt of Maharashtra, suggested that NIC should ensure that admin should not have privilege to reset password of any govt officers. He also raised concern that employees bring personal gadgets in the offices which may also threaten data security. Ms. Khanna informed that endpoint compliance policy was covered in the above mentioned policy. The following suggestions were received on the policies:

- BYOD (Bring your own device) should be addressed in the "Policy for acceptable use of IT resources".
- Blocking of gmail and yahoo should be reconsidered. It was suggested that access to these sites may be given for certain duration during the day that is predefined in the policy, for instance 30 mins before and after office hours.
- Improvement in NIC services at par with the private service providers before making it mandatory.

18.2 Secretary, DeitY suggested that majority of the security related issues can be handled at the server level but users should be responsible in adhering to the compliance of the policy. Shri C.S.R. Prabhu, Sr DDG, NIC also raised concern over e- mail account getting compromised.

19 BPR for e-Gov and NeGP 2.0:

19.1 Dr. Rajendra Kumar, JS, DeitY made a presentation on Business Process Re-engineering (BPR) for e-Gov and NeGP 2.0. A copy of his presentation is attached. On BPR, he asserted that IT enablement and Government Process Re-engineering (GPR) both are required for better governance and when both are in place, the outcome is optimum. He also mentioned basic elements of GPR as Elimination of ineffective processes, optimization of process elements and resources, standardization, integration and automation of services. He also explained examples of Indian Railways and Record of Rights where GPR has brought in dramatic improvement in service delivery to the common citizens.

19.2 He also provided the roadmap for NeGP 2.0 and explained its significance and salient features. He put emphasis on including more services, improving utilization of core infrastructure, need for replication and need to exploit new technologies such as cloud, mobile, in memory database, SDN and big data analysis for NeGP 2.0. He also advised to use agile methodology for project implementation.

19.3 There was broad consensus among the participants on the need for NeGP 2.0. Secretary, DeitY mentioned that DeitY would organize workshop with the help of NISG to help State/UT govt in BPR. Shri C.S.R. Prabhu, Sr DDG, NIC suggested that Lean with Six Sigma is the best way for project implementation methodology. Representative from MP mentioned that DeitY should release funds based on the outcomes and the states/UTs should have complete autonomy how to do the BPR. He cited the importance of capacity building and informed that more funds should be allotted for capacity building.

20 NEILET:

20.1 Dr.Ashwini Kumar Sharma, Managing Director, NEILET presented the plan for expansion of NEILET centers in north-eastern States. He informed that 13 more centres are proposed to be established in north eastern States and requested the north east State representatives to provide land for establishment of new NEILET centres. Secretary, DeitY requested that State should expedite the land allotment by putting it forward to the Revenue Secretary of their respective states.

21. Sh Rajiv Gauba, AS, DeitY summarized the important highlights of the meeting:

- Concern over time overrun in achieving critical milestone of e-District was communicated and the urgency has been adequately appreciated. He also expected that agreed upon timeline, particularly for appointment of SI, will be adhered to. He emphasized that e-District will be the most important citizen centric service available at grass root level.
- New concepts for CSC 2.0 and the suggestions received from various states in the meeting were appreciated. He ensured that DeitY will try to formulate the strategy based on the inputs received.
- For other projects such as SWAN, SDC and SSDG he mentioned that from the discussion with various representatives it was observed that RFPs and SLAs proved as major stumbling blocks. He reemphasized that DeitY only issued guidelines for preparation of RFPs and States/UTs are free to modify the RFP according to their requirement.
- He emphasized that States/UTs must integrate all the services that are being rendered at present to e-Taal. He also informed that NIC will work to strengthen the analytical part of e-Taal so that States/UTs can use it as a mirror to improve the number of transactions.
- Regarding the Policy on NIC email, he mentioned that States' comments are awaited in this matter.
- He also mentioned that the importance of BPR is amplified again in the meeting and the importance of BPR in govt departments in service delivery brought to the notice of the States.

22 He also mentioned that DeitY is looking forward to substantial progress in near future and would like to have another meeting towards the end of this financial year.

23 The meeting ended with a vote of thanks to the Chair.


Gaurav Dwivedi
(Director)

Annexure– A: The list of participants in States/UTs IT Secretaries Meeting

1. Sh J Satyanarayana, Secretary, DeitY
2. Sh Rajiv Gauba, AS, DeitY
3. Dr. Rajendra Kumar, JS, DeitY
4. Sh Gaurav Dwivedi, Director, DeitY
5. Smt. Renu Budhiraja, Sr Director, DeitY
6. Sh A K Balani, Director, DeitY
7. Ms. Deepa Sengar, Director, DeitY
8. Shri Muniram, Director, DeitY
9. Smt. Archana Dureja, Director, DeitY
10. Sh Trilok Chandra, Director, DeitY
11. Sh Rajiv Arora, Director, DeitY
12. Ms. Kavita Bhatia, Additional Director, DeitY
13. Shri P.R. Chandekar, Additional Director, DeitY
14. Ms. Uma Chauhan, Additional Director, DeitY
15. Shri DVL Narayanan Rao, Additional Director, DeitY
16. Shri Shivcharan Singh, Joint Director, DeitY
17. Sh Ajay Chagti, Additional Secretary (IT), Delhi
18. Sh N.N. Sinha, Principal Secretary (IT), Jharkhand
19. Shri K.T. Sukhalu, Secretary (IT & C), Nagaland
20. Shri Ravinath Raman, Additional Secretary/Director (IT), Uttrakhand
21. Shri Satish Chandra Tewary, Principal Secretary, (IT & E), West Bengal
22. Shri Rajesh Verma, Secretary, Sikkim
23. Shri M.S. Padhi, Secretary, Odisha
24. Shri C. Lalhmachhuana, Secretary ICT, Mizoram
25. Shri T.K. Ramachandran, Secretary, Tamil Nadu
26. Shri D P Wahlang, Commissioner & Secretary (IT), Meghalaya
27. Sh Bhupinder Bhalla, Administrator & Secretary (IT), Daman & Diu & Dadra Nagar Haveli
28. Sh J. Ashok Kumar, Secretary (IT), Lakshadweep
29. Shri Sudhir Kochar, Under Secretary (IT), M.P
30. Shri Y. Kumar, Secretary (IT), Tripura
31. Sh S. De Sarkar, Director, Arunachal Pradesh
32. Sh K.S. Chandrashekar, Director (IT), Daman & Diu & Dadra Nagar Haveli
33. Smt. Neeta Shah, Director (eGov), Gujarat
34. Shri Nilesh B.Fal Dessai, Director (IT), Goa
35. Shri Lalhlamuana, CIO, ICT, Mizoram
36. Shri Upkar Singh, Director (IT), Chandigarh
37. Sh D. Venkata, Joint Director, Andhra Pradesh
38. Sh P.V. Besnel, Joint Director, Sikkim
39. Sh Atul Sinha, M.D- BSEDC, Bihar
40. Shri N. Deben, OSD (IT), Manipur
41. Shri R.K. Pateria, Joint CEO, CHIPS, Chhattisgarh
42. Sh Arup Kumar Barman, Additional Manager, Amtron, Assam
43. Sh Daniel Krocha, Program Officer, (IT & C), Nagaland
44. Shri Sudheesh C.P, Assistant Liaison Officer, Kerala
45. Shri Bhagwan Patil, COO, CSC SPV
46. Shri Kamal Kakkar, CTO, CSC SPV
47. Shri A. Siva Gana Ganesan, Programmer (IT), Puducherry
48. Sh M. Naziuruddin, Technical Director, Delhi
49. Sh CSR Prabhu, Senior DDG, NIC, Delhi
50. Sh D.C. Misra, DDG, NIC

- 51.Smt. Shefali Dash, DDG, NIC
- 52.Smt. Mala Mittal, Sr. Technical Director, NIC HQ, Delhi
- 53.Shri Rama Hariharan, Senior Technical Director, NIC
- 54.Shri A.C. Gupta, Scientist 'D', NIC
- 55.Shri Amit Srivastava, Lead Expert, NeGD
- 56.Smt. Vineeta Dixit, Principal Consultant, DeitY
- 57.Dr. Vashima Shubha, Senior Consultant, NeGD
- 58.Sh Sanjeev Kumar, Senior Consultant, DeitY
- 59.Shri Deepinder Singh, General Manager, NeGD
- 60.Shri Ajoy Agarwal, Consultant, DeitY
- 61.Shri Sudipta Paul, Consultant, DeitY
- 62.Shri Parag Rastogi, Consultant, DeitY
- 63.Sh Sandeep Ahlawat, Head SeMT, Delhi
- 64.Dr. Sanjay Sood, Head SeMT, Chandigarh
- 65.Sh Ashish Jarmial, Principal Consultant, SeMT, Chhattisgarh
- 66.Shri Naveen Garg, Principal Consultant, SeMT, Uttrakhand
- 67.Shri Rajnisih Malhotra, Head SeMT, Punjab
- 68.Shri Prasad Hanchate, Principal Consultant SeMT, Puducherry
- 69.Smt. Subhasis Chatterjee, Head SeMT, Manipur
- 70.Shri Rajesh Banbah, Head SeMT, M.P
- 71.Sh Sanjay Sharma, Senior Consultant, SeMT, U.P
- 72.Shri Mukunda Pujari, SPOC, SeMT, Assam
- 73.Shri Raghunath Krishnagiri, Director, NPMU
- 74.Sh Biplab Das, Consultant Accenture, NPMU, DeitY
- 75.Sh Vivek Atray, MD, Hatron