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Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms and Public Grievances

5th Floor, Sardar Patel Bhavan,
New Delhi.

6 February 2013

Office Memorandum

Subject- Implementation of the accepted recommendations 'under implementation' of the 11th Report of 2nd Administrative Reforms Commission (ARC) titled 'Promoting e-Governance – The SMART Way Forward'

Attention is drawn to **Para 6.5.22** of the 11th Report of 2nd Administrative Reforms Commission titled "Promoting e-Governance- The Smart Way Forward" relating to 'Capacity Building and Creating Awareness'. It *inter alia* underlines the need to have focused teams including Chief Innovation Officers who can be selected through a competitive process either from inside the Govt. or open market.

2. The Core Group on Identification and prioritization of e-Governance projects in Ministries/Departments at Union and State Government levels has considered the policy of engagement of Chief Innovation Officers (CIO). In order to streamline the process, it has stipulated the following guidelines on the subject for observance to Ministries/Departments of Government of India.

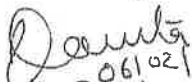
- i. The CIOs should be from the Ministry/Department itself. He/she should be an Additional Secretary/Joint Secretary or equivalent officer.
- ii. He/she should have knowledge on Business Process Re-engineering (BPR) and be able to identify redundancies. The person should be IT savvy and able to prioritize e-Governance projects in a Ministry/Department.
- iii. He/she should look after the utilization of 2-3% of Plan funds under the independent budget head for e-Governance projects.
- iv. The outcome of performance of CIO should be reflected in the Annual Report of the concerned Ministry/Department.

3. Similarly, the Core Group has also considered and accepted the draft guidelines prepared by Department of Electronics and Information Technology on prioritization of projects in e-Governance with some modifications (Reference **Para 6.3.9** of the 11th Report). The approved guidelines on the subject are given below.

- i. An e-Governance Project having citizen centric services and public interface should be given high priority. Ultimately, e-Governance Project should result into better and efficient services to citizens. Electronic delivery of services should be the first requisite for consideration while judging an e-Governance Project.

- ii. E-Governance Projects with the capability to result in high volume of transactions should be given priority over the ones that would result in low volume of transactions as high volume transactions would serve a large population of citizens.
- iii. An e-Governance project that banks on backend computerization should be given precedence over the ones that require manual interventions.
- iv. An e-Governance Project using Free and Open Software Solutions (FOSS) should be given priority over the ones not using FOSS as it would save precious Government money while project is selected for replication across Districts / States.
- v. An e-Governance project having defined Service Level Agreements with Original Equipment Manufacturer (OEM) and Service Providers should be given priority.
- vi. An e-Governance project having third independent party audit mechanism should be given priority over in-house audit mechanism. This increases the confidence level of stakeholders especially the ones making finance.
- vii. An e-Governance initiative of Government Departments that relies on the e-Infrastructure developed by Government of India in terms of State Data Center (SDC), State Wide Area Network (SWAN), State Service Delivery Gateway (SSDG), National Service Delivery Gateway (SSDG), Mobile Service Delivery Gateway (MSDG), Common Services Centers (CSCs) should be given priority.
- viii. An e-Governance project that has completed an exercise on Business Process Reengineering should be given priority.

3. It is requested that the above guidelines may be followed/ kept in view while taking necessary action in the matter.


06/02/13
(Kavita Garg)

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To

All Ministries/Departments
(As per the distribution list attached)