



# Conference of State/UT IT Secretaries

11 December 2012

# Agenda

0930 Hrs to 0940 Hrs	Welcome address by AS e- Gov
0940 Hrs to 0955 Hrs	Address by Secretary DeitY
0955 Hrs to 1005 Hrs	Address by Hon'ble MoS
1005 Hrs to 1010 Hrs	Release of e-Pramaan Framework
1010 Hrs to 1030 Hrs	Address by Hon'ble MoCIT
1030 Hrs to 1035 Hrs	Vote of Thanks by JS (e-Gov)
1035 Hrs to 1045 Hrs	Tea Break
1045 Hrs to 1330 Hrs	I. Review of State Action Plan
1330Hrs to 1430 Hrs	Lunch
1430 Hrs to 1530 Hrs	<ul style="list-style-type: none"><li>I. State Action Plan (continued)</li><li>II. Specific Items:<ul style="list-style-type: none"><li>i. Pending UCs (GIA &amp; ACA)</li><li>ii. E- Pramaan Framework &amp; MSDG</li><li>iii. Rapid Replication</li><li>iv. ESD Rules</li><li>v. Transaction Portal (Demo)</li><li>vi. Solar Power for CSCs</li><li>vii. SWAN</li><li>viii. IT Policy</li></ul></li></ul>
1530 Hrs to 1600 Hrs	National Policy on Electronics & e-Literacy
1600 Hrs to 1630 Hrs	Cyber Security
1630 Hrs to 1700 Hrs	Chairman's Remarks & Summary

# **E-Pramaan (e-Authentication) Framework Mobile Service Delivery Gateway (MSDG)**

# E-Pramaan: Framework for e-Authentication

- Electronic identification and verification of a user or entity is **e-Authentication**
- At present, no common mechanism for e-authentication across all depts.
- E-authentication encourages use of electronic mode for service delivery
  - Helps eliminate paperwork and offline verification

## E-Pramaan Framework:

- E-Pramaan Framework covers both web and mobile based authentication
- Defines four types of e-authentication based on application sensitivity levels
  - Username/password, OTP, Digital Certificate/ Mobile PKI, Biometric
- Incorporates and uses Aadhaar Authentication services
- Also incorporates authentication of Govt. Websites to build user trust
- **Framework approved in October 2012**

The National e-Pramaan Framework (NeAF) provides a set of guidelines for implementing e-Authentication of users of Govt. services and for authenticating Govt. websites

# E-Pramaan: Levels of Authentication



Sensitivity Level	Level 0	Level 1	Level 2	Level 3	Level 4
User Experience	No Inconvenience	Minimal Inconvenience	Moderate Inconvenience	Significant Inconvenience	Substantial Inconvenience
Scenarios	Public Information	Information with minimal impact incase of breach	Information having moderate impact	Information having high impact	Information having Very High impact
Authentication Method	No Authentication Required	UserID / Password Or Aadhaar based demographic verification	2F Auth: Level 1 + OTP	2F Auth: Level 1 + DSC Or Aadhaar based biometric authentication	2F Auth: DSC+ Biometrics or Level 1 + Biometrics

# e-Pramaan Authentication Levels



## Level 1

A login form with two input fields: "Login Id:" and "Password:". Below the fields is a "Login" button.

## Level 2

A login form with two input fields: "Login Id:" and "Password:". Below the fields is a "Login" button.



**One-Time Password**

## Level 3

A login form with two input fields: "Login Id:" and "Password:". Below the fields is a "Login" button.



**Crypto Token containing DSC**

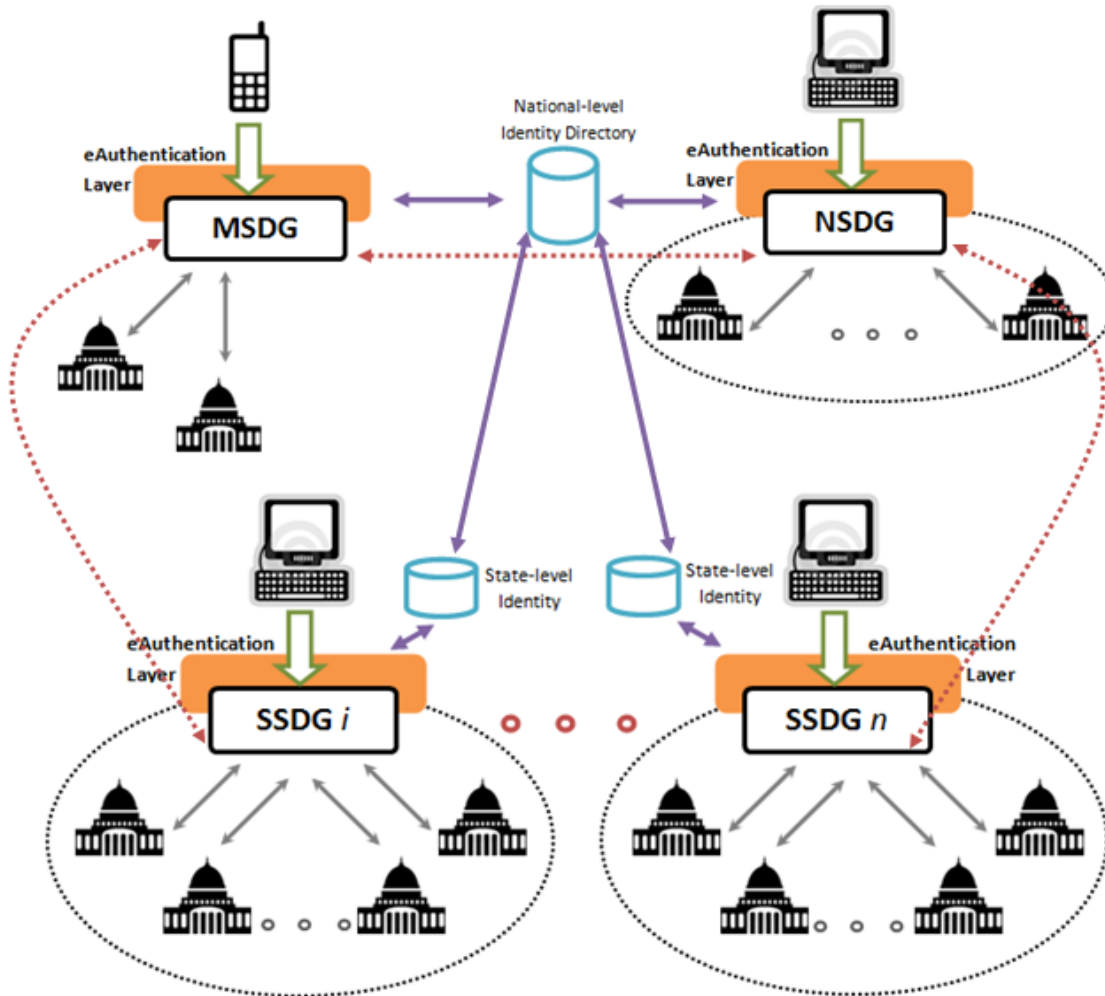
## Level 4

A login form with two input fields: "Login Id:" and "Password:". Below the fields is a "Login" button.



**Finger Print Biometric**

# e-Pramaan Gateway



# E-Pramaan: Action Points for States

- E-Pramaan Gateway ([epramaan.gov.in](http://epramaan.gov.in)) available with Level 1 and Level 2 authentication for all Govt. Depts.
  - Pilot with e-Pass in AP successfully conducted
  - Integration with A&N in process for 80 services
- All NeGP MMPs and State Depts. to integrate with e-Pramaan
  - Available free of cost at present
- CDAC is ASA for Aadhaar Authentication Services
- Govt. Depts. should become AUA or Sub-AUA with CDAC
  - CDAC would provide all support
  - Would save huge costs and efforts for Depts.
- E-Pramaan Portal provides easy online registration for all Depts.

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# Framework for Mobile Governance

## Key Policy Recommendations:

- All Govt. Web Sites to be made mobile compliant
- Open standards to be adopted for interoperability
- Uniform/single long and short codes to be used:
  - ▣ **51969 and 166 obtained by DeitY for M-Gov**
- All Govt. Depts. and Agencies to deploy mobile apps for providing public services

# Mobile Service Delivery Gateway (MSDG)



MSDG is a key element of the Framework:

- Central hub for all mobile transactions for device- and technology- agnostic solutions
- Provide mobile-based services through various delivery channels

## DELIVERY CHANNELS

- SMS
- Voice/ IVR
- Unstructured Supplementary Service Data (USSD)
- GPRS/ 3G
- SIM Toolkit
- Mobile Application Store (m-Appstore)

# MSDG – Unique Features



- Provides multiple mobile based channels (e.g., SMS, USSD, IVRS, m-Apps) for delivery of public services
- Allows for hosting / managing own m-Apps on the m-App Store
- Easy integration of departments through self-service
- Uniform/single long and short code for delivering services (51969 and 166)

# Current Status – Ready & operational channels



- SMS Gateway launched in July 2011
  - PUSH SMS: 138 Depts. Integrated, 1.39 Cr.+ SMSes pushed**
  - PULL SMS: 114 unique services operationalized, 1.34 lakh SMSes pulled**
- Mobile payment gateway integrated

Mobile App Store launched in January 2012

- 12 Live (including ECI Poll-related) and 46 Generic mobile applications hosted
- Generic apps cover services related to Social Welfare and Issuance of Certificates

**USSD & IVRS Services in Pilot Stage**

# Action Points for States/UTs



- Integrate existing application with MSDG for both PUSH & PULL SMS
- Send proposals under WB fund for developing m-Apps
- Revised proposals awaited from Gujarat, AP, Mizoram, Chhattisgarh, Kerala under WB funding
  - States have to leverage the DeitY MSDG and App Store for mobile apps
- Integrate e-District with MSDG and develop m-Apps for all services

# Rapid Replication Rollout

# Rapid Replication Roll-out



**Objective:** To increase online transactions in the country by replicating successful applications from one State to another.

Following applications have been taken up for replication

S. No.	Application	Giver State	Seeker State	Current Status
1.	e-Pass	Andhra Pradesh	HP, Tripura & Karnataka	Proposal approved & work initiated
2.	Xtended Laboratory Node for the Food & Drug Control Departments	Gujarat	Chhattisgarh, Kerala, Karnataka & HP	Proposal under approval
3.	e-Hospital	Tripura	Karnataka	Proposal being finalized

- Under the Rapid Roll-out initiative these applications are also being productized and will be made available in Gov App Store so that same can be rapidly rolled out to other states willing to adopt

# Replication Roll-out – Mee Seva



- **Objective:** To increase online transactions in the country by replicating Mee Seva as a platform for delivery of Services in other States, making it a part of Appstore and finally as the “National Service Delivery Platform”
  - Mee Seva has been a great success providing **45 G2C Services with 90 lakh transactions so far**, one third over the counter
  - Mee Seva can be customized for other States as a service delivery Platform since its architecture is generic, scalable, modular and standards based and permits addition of services in a seamless manner easily and rapidly.
- **Status and way forward:**
  - DeitY is working closely with Govt. of AP. Govt. of AP will provide component level break up of Mee Seva including services and applications and life cycle of service request
  - To assess the efforts involved in making the front end, back end and middleware as technology agnostic pieces to be adopted by any State for easy replication End Dec’12
  - To demonstrate the replicable model to all the States interested in Jan 2013
  - Formulation of proposal for development of replicable, technology agnostic version of Mee Seva
  - To develop Mee Seva as a product and put on e-Gov app store by Oct 2013



# ESD Rules

# Key Features – Model IT(ESD) Rules



- 180 days time limit to publish e-service list
- Further time limits on ESD of above list
- Competent Authority, Signing Authority, Director ESD
- Authorised Service Provider and Authorised Agent
- Provision for service charges
- State Electronic Records Repository
- ‘Across The Counter’ e-service delivery
- Verification of digitally signed documents
- Features of the software regarding forms/applications filed
- Use of special stationery for ESD

# Status of Model Rules



- Model Rules circulated to all States in July 2012
- State of Manipur has already notified the Model Rules
- 4-5 States are in the process of notifying the Model Rules
- DeitY is preparing a guidebook to help States in the steps to take after notification/adoption of the Model Rules
- Hon'ble MCIT has written to all CMs requesting their intervention for early notification/adoption of the Model Rules

# **Solar Power for CSCs & SWAN Nodes**

# Salient Features



- Provision of solar power back up for CSCs and SWAN Nodes in special category states
  - Northeast, J&K, Himachal Pradesh and Uttarakhand
- MNRE to subsidize 90% of capital costs, 10% to be paid by Deity
- Implementation through SDA in partnership with MNRE's State Nodal Agency
- SDA to own assets and lease to VLE

# Total Budget



S N	State	# of CSCs	# of SWAN	TOTAL COST	MNRE Share	DeitY Share
1	Arunachal Pradesh	200	177	9,45,00,000	8,50,50,000	9,45,00,000
2	Assam	4375	304	67,14,90,000	60,43,41,000	67,14,90,000
3	Himachal Pradesh	3366	132	83,36,92,500	75,03,23,250	83,36,92,500
4	Jammu & Kashmir	1109	174	22,42,35,000	20,18,11,500	22,42,35,000
5	Manipur	399	42	25,25,85,000	22,73,26,500	25,25,85,000
6	Meghalaya	225	55	9,24,75,000	8,32,27,500	92,475,000
7	Mizoram	136	42	6,64,20,000	5,97,78,000	6,64,20,000
8	Nagaland	220	48	10,07,10,000	9,06,39,000	10,07,10,000
9	Sikkim	45	43	15,40,35,000	13,86,31,500	15,40,35,000
10	Tripura	145	62	17,13,15,000	15,41,83,500	17,13,15,000
11	Uttarakhand	2804	135	60,87,82,500	54,79,04,250	60,87,82,500
	<b>Grand Total</b>	<b>13024</b>	<b>1214</b>	<b>327,02,40,000</b>	<b>294,32,16,000</b>	<b>327,02,40,000</b>

# Action Points for States



Concurrence to participate in the Scheme

Identify locations needing solar power back-up:

- CSCs:
  - Operational locations suffering power cuts
  - Non-operational locations which can be activated by power back-up
- SWAN : District and block level PoPs

Partner with MNRE's nodal agency in the state



# State Wide Area Networks



# State Wide Area Networks



- Extension of SWAN period beyond 5 years of operation – Funding modalities
- BSNL connectivity for SWAN & CSCs
- Migration to IPV6

# SWAN Beyond Five Years



- **Gov funding support for SWAN is for 5 years from the date of operation of SWAN**
- **State/UT to take over thereafter**
- **5 years of operation will be over—**
  - March, 2013 – 7 States/UTs
  - March, 2014 – 13 States/UTs
- **Feedback from States/UTs on the above**

# Migration to IPv6



- IPv6 task force formed under Secretary, DoT
- E-Gov group will coordinate for migration
- All the States/UTs are requested to perform “As-is” study of their e-Governance core infrastructure components.
- Leverage technical resources available with States/UTs.
- States/UTs refer to the clauses related to IPv6 in RFP as well as agreement.
- Cost of IPv6 migration (if any) may be met from respective e-Gov infrastructure projects.
- Proposals after approval by State Implementation Committee to be forwarded to DeitY.

# BSNL Connectivity for SWAN



- Optical Fibre connectivity for all the SWAN PoPs.
- Signing of SLAs –14 States have signed SLA
- BSNL to pay special attention for SWAN in North-East States, mainly improvement on downtime related issues
  - State must ask BSNL for 24\*7 Helpdesk at SWAN NOC
- Facilitating bandwidth enhancement.
- State to ensure the discounted tariff for enhanced bandwidth also

# BSNL Connectivity for CSC



- BSNL to provide connectivity to all the CSCs by March, 2013
- Complaints from SCAs/VLEs about overbilling
- Need to simplify procedural formalities for obtaining connections for the CSCs by the SCAs / VLEs
- BSNL Helpdesk for addressing various issues

# National Policy on Information Technology

# Context of the Policy



- IT/ITES Sector at Crossroads
- e-Governance at a take-off point
- Need to enhance usage of IT domestically
- To address concerns on Cyber-security

## Vision of the National IT Policy

*“To strengthen and enhance India’s position as the Global IT-ITES hub and to use IT as an engine for rapid, inclusive and sustainable growth in the national economy”*

# Key Objectives



- Increase revenues of IT and ITES to 300 Billion USD by 2020
- To promote innovation and R&D in cutting edge technologies
- To encourage adoption of ICTs in key Economic & Strategic Sectors
- To provide fiscal benefits to SMEs and Start-ups
- To create a pool of 10 million additional skilled manpower
- To make at least one individual in every household e-literate.
- To provide for mandatory delivery of and affordable access to all public services in electronic mode.
- To leverage ICT for key Social Sector initiatives
- To make India global hub for development of language technologies
- Enable ICT applications for differently-abled people
- To strengthen the Regulatory and Security Framework
- To adopt Open standards and promote open source



# Key Initiatives to be Taken



- **Policies and Schemes to Promote MSMEs**
  - Greater Role in Domestic Procurement
  - Promoting Innovation
  - Moving IT Industry to Tier II & Tier III cities
- **Also emphasis on Infrastructure for moving industry to Tier II & Tier III cities**
  - Infrastructure like STPIs, SEZs etc
  - Better Network Connectivity
  - Improved Infrastructure Facilities



# Transactions Portal

# Transactions Portal



## Objective

- Design and development of a Dashboard for near real time dissemination of transaction statistics of central and state level projects
- Receive number of transactions details from web based applications providing e-Governance Services

## Value Proposition

- Gives actual status of the utilization of the e-Governance systems implemented for the benefit of the citizens
- Provides quick analysis of the transactions details in graphical form for improving the utilization of the systems

# Transactions Portal



## Present Status

- The prototype of e-Transactions Portal has been designed and is being tested with the participation of 26 NIC State Centres and 8 Central Project teams for selected applications
- The test site is hosted at <http://164.100.72.200/nesd/login.aspx>
- XML data transfer models are being tested

## Outcome for Next 3 months

- All the applications developed and hosted at NIC Data Centres are to be covered in the first phase.
- Data relating to all MMPs hosted at SDCs and those serviced through SSDG / NSDG to be covered in the Portal

## Category-wise e-Transactions/month (in Lakhs)

	Present Rate as on 11 Dec 2012				Forecast March 2013			
State	A	B	C	Total	A	B	C	Total
Andaman and Nicobar	0.33	0.49	0.20	1.02	0.33	0.49	0.20	1.02
Andhra Pradesh	147.00	37.17	3.63	187.80	180.00	125.00	60.00	365.00
Arunachal Pradesh	10.00			10.00	10.00			10.00
Assam	6.15			6.15	6.15			6.15
Bihar	108.37	0.43	29.74	138.54	42.75	64.08	133.58	240.41
Chandigarh	16.22	0.23	0.17	16.62	14.70	18.57	3.60	36.87
Chhattisgarh	0.08			0.08	0.60	54.60	0.05	55.25
Delhi	18.28	31.48	5.16	54.92	18.28	31.48	5.16	54.92
Goa	0.05		0.00	0.05	0.05		0.00	0.05
Gujarat	135.37	6.64	9.18	151.19	142.13	6.97	0.00	149.10
Haryana	6.14	0.30	43.28	49.72	5.08	1.56	48.61	55.25
Himachal Pradesh	0.20	1.83	0.76	2.79	1.92	2.33	4.91	9.16
Jharkhand	0.68	0.00	0.24	0.92	0.68	0.00	0.24	0.92
Karnataka	24.88	11.66	0.33	36.87	246.00	120.00	3.00	369.00
Kerala	6.45	1.26	30.72	38.43	7.50	1.50	33.00	42.00
Madhya Pradesh	80.55	8.27	0.56	89.38	89.50	10.00	0.85	100.35
Maharashtra	39.90	9.20	1.71	50.81	45.00	10.00	2.00	57.00
Manipur	0.04	0.08	0.01	0.13	0.50		0.35	0.85
Meghalaya	0.00	0.00	0.16	0.16	0.00	0.10	0.20	0.30
Nagaland	0.00	0.00	0.03	0.03	0.04	0.00	0.00	0.04
Odisha	11.07	0.24	0.02	11.33	11.88	0.22	0.07	12.17
Puducherry	1.77	4.43	0.00	6.20	2.70	0.68	0.03	3.42
Punjab	15.42	0.16	0.14	15.72	15.42	0.16	0.14	15.72
Rajasthan	10.00	9.50	10.00	29.50	12.30	11.40	1.20	24.90
Sikkim	0.24	0.00	0.00	0.24	0.24	0.00	0.00	0.24
Tamil Nadu	61.67	5.03	0.00	66.70	42.23	0.24		42.47
Tripura	8.00	5.01		13.01	8.02	5.02		13.04
Uttarakhand	4.96	0.00	0.00	4.96	5.34	0.00	0.00	5.34
Uttar Pradesh	0.76	0.00	0.00	0.76	3.56	0.00	0.00	3.56
West Bengal	45.51	4.69	0.28	50.48	63.42	4.90	0.30	68.62
<b>Total</b>	<b>760.09</b>	<b>138.10</b>	<b>136.32</b>	<b>1034.51</b>	<b>976.32</b>	<b>469.30</b>	<b>297.50</b>	<b>1743.12</b>

## **e-Transactions Plan Not Received**

- Dadra & Nagar Haveli
- Daman and Diu
- Jammu & Kashmir
- Lakshadweep
- Mizoram

## **Forecast (Mar' 13) Not Available**

- Andaman & Nicobar
- Arunachal Pradesh
- Assam
- Delhi
- Goa
- Maharashtra
- Punjab
- Sikkim
- West Bengal

# Cyber Security – Actions & Initiatives

# Cyber Security Actions & Initiatives



- E governance applications primarily hosted in public domain and run on network making them vulnerable to cyber attacks
- DeitY has issued various guidelines / best practices from time to time to ensure secure delivery of e-Services.
- Some states have complied with these guidelines but others yet to take action



# Cyber Security Cell



- To address the issue of Cyber Security in a holistic way, a “ Cyber Security Cell “ has been created in NeGD / DeitY.
- Work Done So far:
  - A study tour conducted to understand “ As-Is” e-Gov Security Set up.
    - ✓ **States Covered : Gujarat, Maharashtra & A.P**
  - Data collected from the remaining states in Standardized templates through e-mails.
  - Gap-Analysis Report prepared.

# Roadmap of Cyber Security



- **Based on the Gap Analysis Report, Cyber Security Cell is working on a Framework for e-Governance.**
- **This framework will consist of :**
  - a. Generic Framework Customized for e-Gov**
    - ✓ Based on International / National Best Practices from existing frameworks like ISO 27001 , FISMA, HIPPA, NIST, PCI-DSS, e-Safe etc.
    - ✓ Customized Risk & Control for components of e-Gov Infrastructure
  - b. Policies and Guidelines**
    - ✓ Defining the security processes for implementing Cyber Security Controls.
  - c. Checklists / To Do List**
    - ✓ Do's & Do not's for configuration of e-Gov Assets.
- **The framework will be prepared under the guidance of Cert-In.**



**Thank You**